POSITION: Museum Experience Manager (Visitor Services function)

POSITION PURPOSE: Museum Experience Managers (MEM) provide visitor-oriented experiences and services for the museum gallery, visitor services welcome desk, and volunteer department to ensure smooth museum operations, exceptional customer service and to support WonderLab’s commitment to building curious and creative problem solvers inspired by the wonder of science. The MEM for Visitor Services manages all functions at the visitor services desk including scheduling, training and supervision of staff, building a strong customer service philosophy and training all WonderLab staff to deliver that experience to visitors, and working scheduled shifts at the visitor services welcome desk. MEMs also serve as Floor Manager as scheduled, assisting visitors at exhibits and encouraging playful experimentation with hands-on science, supervising a daily team of gallery volunteers, facilitating group visit logistics, presenting science demonstrations and activities, and addressing facility maintenance and safety issues. Overall, MEMs provide experiences that represent WonderLab’s core values of connecting people to their sense of wonder through initial “wow”; unexpected and surprising things, and moments of deeper understanding and discovery.

REPORTS TO: Museum Experience Assistant Director

STATUS: Full-time (40 hours per week), Flex Time, with weekend and occasional evening hours, (Fair Labor Standards Act category: "non-exempt"). Hours will be shared between visitor services and gallery functions.

COMPENSATION: $32,700 annually ($15.75/hr)

START DATE: October 26th, 2021

BENEFITS: Paid holidays and paid time off. Health, vision, and dental insurance benefits are available. WonderLab also provides life insurance, long-term disability insurance, WonderLab membership at dual or basic family level, and a 20% discount in the museum gift store. Training opportunities may include: museum operations and customer service seminars, certification training in Blackbaud Altru database and point of sale system, Red Cross Certification, and other opportunities through membership in the Association of Science and Technology Centers (ASTC).

Key Responsibility Area: Manage Visitor Services Desk Personnel and Functions (approximately 15 hours/week)

Specific Duties:

- Ensure that the Visitor Services Welcome desk provides a positive, welcoming first impression of WonderLab to all museum visitors and represents WonderLab as a place that values curiosity and learning, outstanding customer service for both children and adults, ideals of justice, equity, diversity, and inclusion, and the power of community volunteerism.
- Develop a WonderLab specific customer service philosophy, create training resources and ensure that all staff have thorough knowledge and ability to deliver one of a kind customer service to visitors.
- Hire, train, supervise and evaluate all Visitor Services staff; provide effective training, supervision and evaluation of other staff and work-study students, interns, and volunteers who work at the admissions desk or in the gift store.
- Ensure that Visitor Services staff use of Blackbaud Altru point of sale system is accurately and consistently used to track all visitor admissions and sales.
- Ensure that the Visitor Services Welcome desk is adequately staffed during all business hours open to the public.
- Maintain up to date records of administrative procedures and Visitor Services desk staff training manuals.
- Advise on sales goals and revenue predictions for Visitor Services sales.
- Maintain all IT resources at the desk, advising on new resource purchases as needed.
Key Responsibility Area: Staff Visitor Services Desk and provide Outstanding Customer Service (Approximately 20 hours/week):

- Provide a welcoming first impression to WonderLab visitors. Present an upbeat and positive demeanor and maintain a neat and orderly appearance of the admissions area and gift store.
- Prepare Visitor Services area and gift store for the start of the day, manage cash control and daily deposits with accuracy.
- Accurately and efficiently handle all point-of-sale functions: admissions, gift store transactions, walk-up program reservations, walk-up membership sales.
- Answer telephone, respond to questions and direct callers to appropriate sources and staff within the museum.
- Respond in a polite, constructive manner to visitor comments and complaints; convey information and comments to appropriate staff.
- Assist visitors with special needs; e.g. checking out the museum's wheelchairs and offering other assistance as needed.
- Communicate to visitors a wide range of museum information: general admission fees, membership fees and benefits, daily demonstrations, special programs, general policies, exhibits and where to find things in the building.
- Support Gift Store Manager in keeping the museum gift store neat, orderly and successful, including pricing and stocking gift store merchandise, and providing shopping expertise and guidance to visitors.
- Comply with all administrative policies and procedures described in employee handbook, Emergency Action Plan, and WonderLab’s COVID-19 Preparedness Plan in all roles.
- Implement safety, emergency and lost/child procedures, and be prepared to perform fire alarm specialist responsibilities.
- Participate in on-going trainings for customer service, museum safety, sales and point of sale software use.

Key Responsibility Area: Other

Specific Duties:

- Achieve power user status for Blackbaud Altru point of sale functions - training provided.
- Ensure that WonderLab’s safety policies are continuously being met.
- Attend regular staff and department meetings as scheduled.
- Other duties as assigned.

PRIMARY RELATIONSHIPS:

Internal: Maintain close communication with Museum Experience Director, Museum Experience Assistant Director, Museum Experience Manager for Gallery, and Visitor Services Assistant Managers. Coordinate with Marketing and Communications Director, Events, Sales and System Manager, and Visitor Services staff.

External: Maintain a positive working relationship with visitors, volunteers, interns and other WonderLab staff.

QUALIFICATIONS:

- Reliable with a strong work ethic.
- Friendly and positive attitude; demonstrated ability to work effectively with a variety of people. Candidates who have demonstrated a commitment to working with diverse populations are especially encouraged to apply.
- Excellent communication and organizational skills.
- Demonstrated ability to work independently in a fast-paced, team-oriented environment and work collaboratively across departments.
- Commitment to ideals of justice, equity, diversity, and inclusion.
- Commitment to fostering an anti-racist culture in WonderLab programs and to anti-racist principles and education.
- Basic computer proficiency (word, excel, cloud based software such as google drive, etc.) with demonstrated ability to learn and use point-of-sale software.
- Physical capability to stand and walk for long periods of time (e.g., 5 hours), climb stairs and ladders, climb through the museum climbing structure, lift 30 pounds and reach high shelving; and function in a high-energy environment throughout the day.
- Experience managing a team or supervising employees.
- Retail or customer service experience.
● Ability to remain in position for one year.
● Red Cross certification in CPR and First Aid, or willingness to become certified.
● Proof of eligibility to work in the US.
● Proof of COVID-19 vaccination

PREFERRED SKILLS:
● Experience and comfort with making public presentations
● An affinity for science, education and community
● Adaptability, flexibility and ability to see change and unexpected situations as an opportunity rather than an obstacle
● Bilingual

APPLICATION REQUIREMENTS:
● Completed WonderLab job application form. Form is available on the WonderLab website at https://wonderlab.org/about-wonderlab/job-opportunities. The form may be completed and submitted online or mailed to the address below
● Contact information for three references
● One letter of recommendation, sent by the recommender directly to ella@wonderlab.org or mail to the address below.
● Resume listing relevant experience
● Cover letter that addresses the following prompts:
  ○ How do you personally connect with WonderLab’s mission? (Mission statement can be found here: https://www.wonderlab.org/about-wonderlab/)
  ○ How your past experiences will make you a good fit for this position

WonderLab Museum of Science, Health and Technology
Museum Experience Associate Search Committee
Attn: Ella Heckman
P.O. Box 996; 308 West 4th Street
Bloomington, IN  47402

Applicants must be able to show proof of eligibility to work in the United States. Position is open until filled. All employees are subject to a criminal background check. WonderLab galleries, offices and grounds are smoke-free environments.

Questions: Ella Heckman, ella@wonderlab.org, 812.337.1337 ext 26

WonderLab considers applicants for all positions without regard to race, color, religion, sex, national origin, ancestry, age, marital or veteran status, disability, sexual orientation, gender identity, number of dependents, or any other legally protected status. WonderLab strives to make reasonable accommodations for people with disabilities, upon request.

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