



CHARLOTTE MUSEUM OF HISTORY

Charlotte Museum of History – Visitor Services Manager Job Description

Department: Visitor Services

Reports To: President and CEO

FLSA Status: Full-time, Exempt

Charlotte Museum of History is hiring a full-time Visitor Services Manager. The successful candidate will manage or support most public-facing aspects of museum operations such as our welcome desk, gift shop, and public tours. They will also be responsible for managing volunteers and supporting the museum membership program. Primary working hours are 9-5 with weeks of either Monday-Friday or Tuesday-Saturday, pending museum coverage.

The Visitor Services Manager will work both independently and collaboratively with other departments to ensure a positive visitor experience, excellent customer service, and highly effective logistics for public participation in exhibitions, programs, and events. This person will work closely with colleagues throughout the institution to help identify and measure key performance indicators to drive visitor satisfaction.

RESPONSIBILITIES

- Establishes, manages, and maintains a positive visitor experience including greeting visitors, taking admissions, and enforcing and communicating museum rules, restrictions, and guidelines.
- Runs day-to-day admissions and gift shop operations including cash handling, credit card transactions, answering phone calls, and being the first point of contact when people arrive for meetings or appointments with the staff. Generates weekly, monthly, and quarterly reports on attendance, admissions, and shop sales.
- Manages the gift shop shopping experience through industry research, creating a marketing and merchandising strategy to align with revenue goals, and developing creative displays to maximize sales and highlight special events and exhibits.
- Manages the point-of-sale (POS) software including data entry integrity, report management, inventory, and troubleshooting system issues.
- Supervises and manages inventory control processes and procedures through regular monitoring of item counts and ensuring adequate internal controls to minimize risk of loss. Works with the Development Associate on inventory reporting and analysis.
- Assists in budget development for the gift shop and participates in the overall Museum budgeting process.
- Develop and cultivate relationships with local vendors to stock locally sourced products whenever possible.
- Rebuild the volunteer program and manage the recruitment, clearances, and training of volunteers for the museum.

Other Miscellaneous Duties:

- Participate in special events, fundraisers, and programs at the museum.
- Join the public tour rotation in support of the Education Department as needed (you will be trained on the knowledge required for this function)
- Other duties as assigned.

REQUIREMENTS

- Associate's degree in a relevant field, bachelor's preferred. Experience can be considered in place of education if explained in the cover letter.
- A minimum of two years of experience in a customer service and/or retail position.
- Highly organized and detail oriented. Self-starter with a proven ability to meet multiple deadlines and balance numerous projects simultaneously.
- Familiarity with POS software, cash registers, and CRMs is highly desired. Experience with Altru and Square is a strong plus. Comfort with technology is a must.
- Strong computer skills are necessary, specifically in Microsoft Office applications (Word, Excel, Outlook, and PowerPoint). Graphic design or interior design skills are a strong plus.
- Excellent verbal and written communications skills
- Ability to lift up to 30 pounds without assistance. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WHAT WE OFFER

Salary: \$40,000 annually, with the ability to negotiate for more depending on experience

Generous PTO policy.

*Medical, Dental, Vision Benefits

Professional Development and Skill Building Opportunities

Free and Accessible Parking

APPLICATION PROCESS

Applicants should send their resume and a cover letter outlining their fit for the role as a single PDF document to admin@charlottemuseum.org. Please use "Visitor Services Manager – Your Name" as the subject line. Applications received after 11:59pm August 23, 2023 will not be considered. Applications that do not follow application instructions will not be considered. **No calls or direct emails please.**

Charlotte Museum of History is an equal opportunity employer.