

The Mattatuck Museum, Waterbury, CT

JOB TITLE: Visitor Services Manager

REPORTS TO: Chief Experience Officer

FSLA STATUS: Full-Time, Salary, Exempt

HOURS: Tuesday-Saturday 8:30am–5:00pm; evening and additional weekend availability required

SALARY RANGE: \$35,600-\$40,000 commensurate with experience.

The Mattatuck Museum is known for engaging its community in an understanding of the past and providing vision and leadership for the future through its exhibitions, programs and collections of national significance. These initiatives interpret the history of the greater Waterbury region and American art from the Colonial period to the present.

The Visitor Services Department ensures a positive Museum experience and environment for guests. The Visitor Services Manager is responsible for providing strong and positive leadership to the department. The Manager maintains the functionality, efficiency, and professionalism of the department and trains, schedules, supervises, and develops Visitor Services (VS) staff.

Key Responsibilities:

Managerial Duties

- Creates a welcoming, friendly, and professional Museum environment and serves as an advocate and representative for the Museum in the community by promoting its resources, programs, and services;
- Works with supervisor to adapt and streamline the operation, organization, and duties of the Visitor Services Department to meet the needs of the Museum and its visitors;
- Coordinates and leads staff training. Supervises, develops, and evaluates VS staff;
- Works collaboratively with other departments to implement visitor surveys and trains staff to execute these tools;
- Manages VS staff schedule and ensures appropriate coverage;
- Maintains an efficient and secure cash-handling system for the VS desk and Museum Shop;
- Is trained as a Museum Interpreter and gives group tours to all ages on a regular basis;
- Other duties as assigned.

Museum Shop

- Orders, manages, and tracks inventory and sales with responsibility for pricing and profitability;
- Create sale campaigns, member incentives, etc. to promote sales;
- Responsible for the visual appeal, cleanliness, and organization of merchandise;
- Manages consignment items, develops vendor contacts, executes consignment contracts, inventory tracking, reporting, and vendor payments;
- Trains VS staff in sales strategies and incorporating the Shop into their guest services responsibilities.

Admission & Customer Service

- Understands and applies protocols concerning retail operations, admissions fees, membership sales, the Museum's phone system, and the handling of cash;
- Trains VS staff in Membership sales strategies and incorporating Membership into their guest services responsibilities with support from the Development Department;

- Tracks and reports monthly visitation, public program attendance, and facilities rental numbers to Development Department;
- Responds to visitor questions (on-site, on-line, and over the phone) in a timely manner and is a source of accurate and reliable information.

The successful candidate will possess:

- Ability to work a flexible schedule, including evenings, weekends, holidays, and in critical situations as required, as well as the character to be punctual and reliable;
- Excellent interpersonal and management skills, combined with a team player approach including a demonstrated ability to collaborate with volunteers and colleagues;
- Strong organizational skills and the ability to work independently and perform multiple tasks simultaneously without close supervision;
- Ability to prepare budgets and reports for management and the board;
- Effective oral and written communication skills (Spanish language skills a plus);
- A high level of energy, with a willingness to develop and execute visitor services initiatives;
- 2+ years of experience in a retail environment;
- 2+ years of professional supervisory experience with a working knowledge of workplace regulations and standard supervisory procedures and techniques;
- Proficiency in computers, data management (the Museum uses the Altru database) and point of sales systems, as well as proficiency with MS Office (Outlook, Word and Excel). Experience in web-based applications, social media (Facebook, Twitter, Instagram);
- Associates or Bachelor's degree in appropriate area of specialization with an interest in art and history a plus.

Members of the management team are expected to devote a significant amount of time and energy to the successful fulfillment of their responsibilities. The Visitor Services Manager must be prepared to work evenings and weekend hours, in addition to fulfilling the obligations of a routine workday. Occasional travel for work both within and beyond the region may also be required. Position contingent upon a satisfactory background check.

The Museum offers a full benefits package including vacation, holidays, health/dental insurance, and 403(b) plan, as well as support for professional development to qualified employees.

To apply, please send current resume, cover letter, and 3 professional references to: VISITOR SERVICES MANAGER SEARCH, Attn: Janice Shambor, Finance Manager, Mattatuck Museum, 63 Prospect Street, Waterbury, CT 06702 or via email to janice@mattmuseum.org.

Documents should be sent as attachments using Microsoft Word or PDF format and should not exceed five (5) megabytes. No phone calls please. Only those selected for an interview will be contacted. The Mattatuck Museum is an Equal Opportunity Employer. As such, we are interested in candidates who are committed to high standards of scholarship, performance and professionalism, as well as to the development of a climate that supports equality and diversity.