



Visitor Experience Manager

Summary: The Visitor Experience Manager position is a full-time position supporting the mission of CMON. The Manager is responsible for overseeing the daily visitor experience to ensure that it is dynamic, educational, engaging, and relevant to the Museum's mission. This position is responsible for the management of all POS locations and the oversight of all Visitor Services Team as it relates to scheduling, training, and supervision. This position requires weekend availability on a regular basis.

Reports to: Chief Operations and Education Officer

Responsibilities

Visitor Experience

- Hire and supervise Visitors Team (VST) members
- Maintain a high level of performance and training of VST with onboarding training as well as continued evaluation and mentoring
- Create and maintain schedule of VST for daily operations and special events needs
- Maintain and prepare all VST staff HR responsibilities, including training, timesheets and evaluations
- Maintain a high level of teamwork and collaboration among departmental staff and all other staff
- Assist with volunteer oversight and mentoring when individuals are used within your area
- Ensure MOD coverage on all visitor days
- Serve as MOD on scheduled days
 - Along with Director on Duty, be the voice and on-site decision maker for the Museum in the event of any abnormal events
 - Handle all visitor concerns and support staff to resolve any issues
 - Ensure all incidents involving staff or visitor injuries are reported appropriately
- Collection of cash for deposit and resetting the cash drawers
- Ensure daily receipts, deposits, and donations are transferred securely to administrative staff
- Maintain cash in the safe with weekly counts to ensure accuracy
- Constantly evaluate the outcomes and experiences within the exhibit spaces and collaborate with museum teams to develop new strategies and techniques to address desired mission-based results
- In cooperation with exhibits, education, facilities and marketing teams, develop and maintain written operating procedures for all VST staff including but not limited to care of museum exhibits and point of sales stations
- Serve in a leadership role as a representative for the visitor experience both internally and externally
- Serve as the head communication link between the VST staff and all other areas of CMON
- Serve as the manager of the CMON store, including ordering and stocking of items for sale
- Serve as the manager of the birthday party program, including scheduling and communicating with families, as well as training and scheduling VST staff
- Effectively work with and communicate efficiently with other staff and Directors
- Other duties as needed and assigned

Qualifications

- Strong Commitment to mission and vision of CMON
- Bachelor's Degree preferred with 5 years' experience providing top-flight customer service. In lieu of degree, relevant customer service management experience will be considered.
- Experience managing young, entry-level employees, a plus
- Must be a team-oriented individual who is easily adaptable to diverse situations
- Ability and desire to interact with staff, volunteers, general public and donors in a positive manner
- Salesforce and Square software experience
- Detail oriented but flexible in the right situations
- Keen sense of evaluation
- Extremely effective communicator and positive demeanor
- Easily trainable
- Able to work flexible schedule, including weekends and occasional evenings
- Must be able to lift up to 50 lbs.
- Must have initiative to work without direct supervision and be responsible for timely completion of tasks
- Must consent to and pass a background screening

Working Conditions

- General office and museum environment
- Ability to work nights, weekends and holidays as needed
- Limited travel may be involved
- Regular interaction with public
- Limited exposure to environmental hazards that may arise through normal tasks in this position.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

"Don't meet every single requirement? At CMON we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyways. You may be just the right candidate for this or other roles."

To Apply

To apply, please submit a resume, cover letter, three references to HRjobs@cmon.org or mail to Golisano Children's Museum of Naples, 15080 Livingston Rd, Naples, FL 34109.

All applicants for open positions will receive acknowledgement upon receipt of application. Please, no phone calls.

CMON is an Equal Opportunity Employer (EOE) in compliance with all Federal, Florida State and local ordinances, including Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967, the Vietnam Era Veterans Readjustment Assistance Act of 1974, the Americans with Disabilities Act of 1990, and the Genetic Information Nondiscrimination Act of 2008.

The mission of CMON is to create an exciting, inspiring environment where children and their families play, learn and dream together.