



Children's Museum of Manhattan

POSITION: Visitor Experience Manager
CLASSIFICATION: Full Time - NonExempt
REPORTS TO: Director of Operations
LOCATION: 212 West 83rd Street, New York, NY 10024
WEBSITE: www.CMOM.org

ABOUT THE CHILDREN'S MUSEUM OF MANHATTAN

The Children's Museum of Manhattan is a steward of early childhood, helping all children grow and develop into their best selves.

Through our programs on-site, online, and around the five boroughs, CMOM nurtures the next generation of creative global citizens as they learn through exploration and play. CMOM encourages empathy across differences by elevating and providing insight into diverse perspectives and inviting visitors of all backgrounds to join our intentionally welcoming community and create and learn alongside each other. The museum's program reflects the rich cultural diversity, energy, and resilience of New York City itself and has a special focus on ensuring that its program is available to those families who might not otherwise have access.

Founded in 1973 as a neighborhood organization, CMOM has grown over the years into a beloved destination and resource for children, families, and educators from across the five boroughs and from around the world. The museum welcomes 350,000 visitors each year to its Upper West Side location and engages hundreds of thousands more through its outreach programs in partnership with schools, libraries, shelters, and Head Start centers throughout New York City; its touring exhibitions; and its online tools and curricula.

ABOUT THE POSITION

The Visitor Experience Manager will provide support to the Director of Operations and manage the day-to-day operations in Admissions, the Gift Shop, and Coat/Stroller Check as well as be the point of contact for third party vendors such for Coat Check, Security and Staffing agencies. Primary duties include greeting guests, supporting all front-of-house teams, monitoring service on the floor, collaborating across departments, and responding to museum inquiries. The ideal candidate will be able to work well under pressure, love being on the floor while working with the public, and have professional, effective communication skills.

Schedule: Flexible 5 days a week including at least one weekend day. Major holidays will be required.

RESPONSIBILITIES

- Exemplify best practices in customer service and respond to daily operational needs through consistent floor presence.
- Manage a team of staff including hiring, training and development, task assignment and scheduling, mentoring, coaching, performance management and payroll.
- Manage daily Guest Services operations including but not limited to:
 - Collecting daily statistics including attendance and revenue
 - Daily cash drops/pickups

- Admissions
- Museum Store merchandise and vendor relations
- Managing Third Party relationships
- Provide consistent feedback and expectations for the Guest Services team and help identify opportunities for individuals to grow and develop new skills.
- Monitor departmental policies and procedures to ensure efficient and accurate operations, cash management, and reporting.
- Create and maintain comprehensive training materials and communication channels to keep the team informed of all policies, procedures, and updates.
- Problem-solve customer service matters onsite, via email, and by telephone to ensure departments maintain pleasant and professional guest relationships.
- Execute the implementation of new initiatives as outlined by leadership.
- Work closely with the Development department to service members and create a positive membership experience.
- Create and maintain department budget.
- Additional related duties as needed.

QUALIFICATIONS

- Bachelor's degree or equivalent work experience.
- Minimum three years' experience managing a team, with an emphasis on customer-service operations, preferably in a museum or cultural institution setting.
- Ability to uphold CMOM's mission and goals.
- Ability to work collaboratively as part of a highly motivated team and to foster and maintain a spirit of unity, teamwork, and cooperation.
- Excellent interpersonal and communication skills, both written and verbal.
- Excellent problem-solving skills. Most possess the ability to exercise good judgement, make and implement decisions quickly and soundly.
- Excellent organizational, analytical, and prioritization skills, with strong attention to detail.
- Knowledge of POS/ticketing systems and constituent databases.
- Proficiency in Microsoft Office 365.
- Weekend availability a must.

COMPENSATION

\$50,000 - 60,000/annually. Comprehensive benefits package.

TO APPLY

Please email cover letter and resume to Will Sullivan at VisitorExperience@cmom.org with "**Visitor Experience Manager**" in the subject line.

The Children's Museum of Manhattan is an Equal Opportunity Employer. Background checks will be completed on all employees.