



POSITION: Guest Services Supervisor
CLASSIFICATION: Full Time – Non-Exempt
REPORTS TO: Visitor Experience Manager
LOCATION: 212 West 83rd Street, New York, NY 10024
WEBSITE: www.CMOM.org
DATE: July 2024

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 Guest Services Supervisor will support the Visitor Experience Manager and collaborate with Part-Time Guest Services Supervisor in the daily operations of the Guest Services Department. Primary responsibilities include supervising Guest Services associates and leads, monitoring lobby flow, welcoming and greeting guests, and handling admissions and retail store duties.

The ideal candidate will possess strong leadership skills, excel under pressure, and be passionate about delivering exceptional guest satisfaction and creating a welcoming environment for museum visitors.

Schedule: Full Time 40 hrs. per week. Weekend availability a must. Some major holidays may be required

RESPONSIBILITIES

- Supervise the Guest Services team
- Ensure visitors are greeted in a positive and welcoming manner. This includes having knowledge of programs and activities.
- Exemplify best practices in customer service and respond to daily operational needs through consistent floor presence.



- Assist Visitor Experience Manager with daily operations including but not limited to:
 - Admissions and Coat/Stroller Check
 - Security is always at their post
 - Answer phones and direct calls as needed.
 - Collect daily statistics including attendance and revenue (End of Day Reports)
 - Daily cash drops/pickups
 - Manage inventory as needed.
 - Museum Store merchandise purchases and vendor relations
- 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.
- Monitor the museum floors, provide necessary support, and communicate all guest issues/concerns.
- Help with implementing training materials and keep the team informed of all policies, procedures, and updates.
- Problem-solve customer service matters onsite, via email, and by telephone to ensure
- Standing required for a majority of the shift as well as assisting in lifting items such as strollers and boxes under 50 lbs.
- Organize orders and update inventory in the database for the Museum Store.
- Weekend availability required.
- Additional related duties as needed.

QUALIFICATIONS

- Minimum two years related supervisory/front-of-house customer experience
- Exceptional customer service skills
- Ability to work well under pressure and to work with team members of various levels
- Effective, professional communication skills
- Exemplary computer skills preferred

COMPENSATION

\$45,000 to \$50,000 Comprehensive benefits package.

EXPERIENCE

Customer Service: 2 to 3 years (Preferred)

TO APPLY

Please email cover letter and resume to **Jonathan Jeter** at JJeter@cmom.org with "Guest Services Supervisor" in the subject line. The Children's Museum of Manhattan is an Equal Opportunity Employer. Background checks will be completed on all employees.