



Job Description

Job Title: Visitor Services Manager	Updated: January 2023
Departments: Operations & Community Engagement	FLSA Status: Exempt
Reports to: Deputy Director of Finance and Human Resources & Deputy Director of Community Engagement	Overtime: Not Eligible

Job Summary:

The Visitor Services Manager is responsible for ensuring and maintaining a positive experience for all visitors and community partners of the Taubman Museum of Art. The focus is on customer relations, community partnerships, and promoting and reporting on TMA's programs, events, exhibitions, and institutional memberships. The Visitor Services Manager is the first point of contact at TMA's Visitor Service desk and is the lead for the Atrium Art Space, Small Museum Shop Area and Refreshment Kiosk. This position oversees and helps ensure that Museum Host/Guards provide visitors with a positive experience while maintaining a safe environment and protecting the Museum's collection and loans. This includes answering questions, providing assistance to the Museum Host/Guards, public and other staff, and engaging visitors in informed conversations about works of art. This position is also responsible for the daily scheduling, oversight, and training of the Museum Host/Guards.

The position also provides support to the Deputy Director of Finance and Human Resources and the Deputy Director of Community Engagement. It also includes some administrative assistance for the Executive Leadership team and a collaborative role with the Community Engagement team.

This is a full-time position with an alternative Wednesday - Sunday schedule with intermittent work on late evenings, special events, and holidays as coverage requires.

Job Duties and Responsibilities:

Visitor Services:

- Work with and communicate effectively with diverse groups and individuals providing excellent customer service each and every day
- Analyze and implement visitor and community engagement strategies
- Oversee all part-time staff, interns and volunteers assisting at front of house
- Greet all incoming visitors, provide information about exhibitions and programs, introduce visitors to Museum policies, distribute materials, and obtain and record visitor information
- Sell and dispatch tickets and payments for special exhibitions, tours, classes, and memberships
- Maintain organization and cleanliness of visitor areas, Refreshment Kiosk and Shop area
- Assist with daily opening and closing activities including responding to phone and email inquiries and confirming the daily tour schedule, reconciling sales, preparing daily deposits, completing all related reports and assisting with weekly bank runs

- Serve as part of cross-departmental team for large museum events, including but not limited to Tastings at the Taubman, Lunar New Year, Roanoke Arts Pop, special ticketed exhibitions, Late Nights, Sidewalk Art Show, Women's Luncheon, and more
- Assist in outreach for communication and promotion to our institutional members in higher education, schools and retirement centers
- Update program calendar with front desk coverage, manager on duty schedules, meetings, programs, and events as needed
- Obtain and process attendance and other data for special exhibitions, tours, daily counts and from each department for internal events. Create spreadsheets, analyze data, maintain reports and provide information for grants and stewardship reports

Small Museum Shop Area and Refreshment Kiosk:

- Assist the Deputy Director of Finance and Human Resources with Museum Shop and Refreshment Kiosk for ordering, merchandising, and inventory
- Co-manage the Shopify website, including creating category pages, product pages, and checkout options for the various department events; track sales and run reports
- Engage local artists, volunteers, artist groups to contribute artwork for the Art Machine
- Perform other duties as assigned

Museum Host/Guard Program:

- Oversee and model behavior for Museum Host/Guards through superior customer service skills and a deep knowledge about Museum exhibitions, programs, and policies. Help ensure that Museum Host/Guards provide visitors with a positive experience while maintaining a safe environment and protecting the Museum's collection and loans
- Create and oversee the Museum Host/Guard weekly schedules, daily rotations and training. Assist with coverage and breaks as needed
- Serve as lead for addressing issues in the galleries and with visitors in collaboration with the Manager on Duty and the security team
- Work with the Deputy Director of Finance and Human Resources, the Deputy Director of Community Engagement to develop and deliver training in safety, building knowledge, evaluations, and other required aspects of the Museum Host/Guard staff
- Lead for ordering, distribution and care of Museum uniforms, nametags, and other equipment and technology as required for Museum Host/Guard duties
- Perform other duties as assigned

Administrative and Special Projects:

- Promotion and communication to Institutional Members regarding their membership benefits and upcoming exhibitions and programs working closely with the leadership team
- Serve as a hub for oral history data collection, metadata input, and other preparation and assistance for 75th anniversary with the leadership team
- Serve as back up for select Community Engagement programs
- Perform other duties as assigned

Knowledge, Skills and Abilities:

Ability to work well under pressure and multi-task in a fast paced environment; excellent communication, organizational, interpersonal and public speaking skills; flexible and a team player; excellent diplomatic skills and a positive attitude; ability to meet deadlines, problem solve and attention to detail; ability to work effectively with diverse clients, staff, volunteers, donors, and the public; a self-starter and enthusiastic with the ability to motivate and lead others; proficient in computer word processing and database systems

Training, Education, and Experience:

Five years of customer service experience

Four year degree or equivalent preferably in business, hospitality, museum studies or other

Five years of experience in a retail environment

Management experience of overseeing a department

Museum experience in visitor services area preferred

Museum retail purchasing experience

Altru database experience preferred

EEOC Statement:

The Taubman Museum of Art is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status or any other federal, state or local protected class. The Taubman Museum of Art is also committed to comply with all fair employment practices regarding citizenship and immigration status.

Taubman Museum of Art is committed to creating a diverse environment:

At The Taubman Museum of Art we each contribute to inclusion—we all have a role to play. Our culture is the result of our behaviors, our personal commitment, our curiosity, how we collaborate, and the ways that we courageously share our perspectives and encourage others to do the same.

In turn, our inclusive culture inspires us to try new things and share information openly and transparently. It brings us together in ways that help us stand out. Our inclusive culture empowers all of us to connect, belong, and grow.