

## COLLEGE OF CENTRAL FLORIDA

### JOB DESCRIPTION

JOB TITLE: MANAGER - VISITOR SERVICES AND MUSEUM STORE

PAY GRADE: P-1

OVERTIME STATUS: NON-EXEMPT

#### MAJOR RESPONSIBILITY:

Manage the development and day-to-day operations of Visitor Services and the Museum Store. Recruit, train, schedule, and manage part-time front desk, sales staff, and volunteers to provide excellent customer service to museum visitors.

At the College of Central Florida, our vision is to be "Your first choice for quality higher education." We aim to accomplish this by providing a caring and exceptional learning environment that fosters the success of our students and community. Candidates considering becoming part of the CF family must be able to embrace and model this philosophy in their day-to-day responsibilities and demonstrate our standards: professional, responsive, informative, dependable, and engaged.

#### PREREQUISITES FOR POSITION (Qualification Standards):

1. Education or Training: A Bachelor's degree is required. Prior experience in a managerial/supervisory position is desirable.
2. Years of experience in the field: Two years of full-time experience providing direction and supervision in a professional environment is required.
3. Special skills or abilities related to the position: Exceptional communication and organizational skills. Demonstrated ability to work with staff, visitors, and customers. Professional and courteous, service-oriented with the ability to follow and provide instructions. Ensure museum policies and procedures are followed at all times. Acute attention to detail. Knowledge and commitment to principles of staff management and general retail business practices. Knowledge of the community and its resources. Skill in the use of a computer, Point of Sale system, and Microsoft Office.

#### ESSENTIAL JOB FUNCTIONS:

1. Lead the daily operations of the admissions desk with a focus on excellent customer service and organizational efficiency; serve as the first point of contact for all visitors to the museum.
2. Maintain a well-informed, working knowledge of the exhibitions and services available for ongoing training of visitor service staff and the general public.

ESSENTIAL JOB FUNCTIONS (continued):

3. Serve as the point of contact for all tour and group visit requests; handle telephone, voicemail, and email inquiries for information regarding visits; assign inquiries to the appropriate department; maintain tours on the museum-wide shared calendar, and perform follow-up correspondence.
4. Provide advocacy for visitor relations and promote the welfare of the museum by following policies and procedures. Resolve visitor complaints and concerns to the mutual satisfaction of the museum and the visitor, or refer to the supervisor to resolve.
5. Provide training on the Point-of-Sale system and computer-based inventory.
6. Perform opening and closing procedures including all required daily and monthly reports.
7. Participate in appropriate committee activities and provide administrative support as needed.
8. Work collaboratively with security and facilities staff and report maintenance and security needs to the appropriate department.
9. Provide support to docent/volunteer
10. Manage store merchandise processing; develop and maintain working relationships with suppliers; maintain dynamic, exhibit-related store presence.
11. Prepare and monitor annual department budgets and reconcile daily and monthly financial reports for submission to the museum's finance manager.
12. Coordinate contracts and required paperwork for all inventory.
13. Create work plans and evaluation methods to meet financial goals.
14. Work with other key staff and committees on advertising and PR-related goals and e-commerce initiatives. Remain up to date on sources of merchandise and effective store strategies.
15. Participate in appropriate committee activities and provide administrative support as needed.
16. Must be flexible and available to work day, evening, weekend, and adjusted schedules.
17. Other projects and duties as assigned.

(These essential job functions are not to be construed as a complete statement of all duties)

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without a hearing aid).
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods.

PHYSICAL DEMANDS (continued):

- Routinely requires sitting at a desk and viewing a display screen for extended periods.
- Ability to access, input, and retrieve information from a computer or other electronic device.
- Routinely requires moderate (up to 40 pounds) lifting and carrying.
- Routinely requires walking, standing, sitting, kneeling, stooping, reaching up, twisting, and bending.

ENVIRONMENTAL CONDITIONS

- Works in an indoor and outdoor environment.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

PRIMARY LOCATION OF JOB:           APPLETON MUSEUM OF ART

SUPERVISOR OF POSITION:           ASSISTANT DIRECTOR OF MUSEUM OPERATIONS - AMA