

COLLEGE OF CENTRAL FLORIDA

JOB DESCRIPTION

JOB TITLE: WEEKEND MANAGER (P/T) *(Not to exceed 25 hours per week)*

PAY GRADE: C-5

OVERTIME STATUS: NON-EXEMPT

MAJOR RESPONSIBILITY:

This part-time position performs managerial, supervisory and scheduling functions for all activities related to weekend, visitor services operations at the museum. The manager provides front-line leadership in helping staff and volunteers serve individuals visiting the museum, special events and in museum store sales.

At the College of Central Florida, our vision is "To be the first choice for quality higher education in our community." 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: High school diploma or equivalent required, experience in a field related to business, customer service, retail sales or food service.
2. Years of experience in field: Three or more years of direct service experience.
3. Special skills or abilities related to position: Supervisory experience. General technical knowledge about computers and audio-visual equipment. Computer skills in word processing, database management, point of sale and customer services required. Ability to plan, organize, lead, creatively and under own initiative. Must have high energy, be resourceful, disciplined and flexible, and be willing to work a constantly changing daily, weekly and monthly work schedule. Ability to motivate and organize volunteers and part-time staff to provide excellent customer relations. Significant knowledge and understanding of marketing, public relations, and human relations. Ability to solve staff and visitor problems. Ability to work collaboratively within the museum organizational structures, including knowing, understanding following and enforcing necessary procedures and policies.

ESSENTIAL JOB FUNCTIONS:

1. Perform all aspects of admission procedures, ticket sales for the museum, including front-line cash receipts and control, trouble-shoot admissions and museum store computer operations.
2. Perform sales functions for museum store, including memberships and coffee shop.

ESSENTIAL JOB FUNCTIONS (Continued):

3. Provide assistance to front desk volunteers when needed.
4. Provide daily, weekly, monthly and annual reports from visitor services software,
5. Oversee the operation of the museum store, in the absence of the store manager.
6. 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 supervisor.
7. Handles telephone, voicemail and e-mail inquiries for information regarding visits.
8. Assist with special events relating to visitor services.
9. Work collaboratively with Security and Facilities staff and report maintenance and security needs to appropriate departments.
10. Performs other duties as may from time to time be requested by the supervisor.

PHYSICAL DEMANDS:

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to clearly communicate both orally and in writing on a telephone and on a computer for extended periods of time.
- Routinely requires sitting at a desk and viewing a display screen for extended periods of time.
- 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 inside in an office environment.
- Works in the museum store and at the front desk.

PRIMARY LOCATION OF JOB: Appleton Museum of Art

SUPERVISOR OF POSITION: Gift Shop and Visitor Services Manager