

POSITION TITLE: Guest Relations Manager - PT

REPORTS TO: Director of Administration

SUMMARY DESCRIPTION: This position is responsible for managing the DHV ticket office and gift shop and for supervising frontline staff (History Hosts, volunteer docents). This position is responsible for achieving high customer satisfaction levels for Museum visitors of all ages and types. This position not only serves a primary customer interface role, but also must work in close collaboration with Museum staff to ensure the smooth operation of the Museum and fulfill its educational mission.

SPECIFIC DUTIES:

Frontline Staff

- Supervise all front-line staff and volunteers, acting as a guide and resource to help them provide excellent customer service to Museum visitors.
- Create staffing schedule for all frontline staff and volunteers.
- Assist the Director of Curatorial Affairs in training History Host staff for docent and guide responsibilities.
- Train History Host staff for ticket office and gift shop duties in collaboration with the Director of Administration.
- Recruit and train docent volunteers.

Museum Store

- Prepare weekly sales reports and ticket office deposits and perform other retail management tasks under supervision of the Director of Administration.
- Maintain accurate records for the Museum store merchandise and sales, and conduct regular inventories as directed by Director of Administration.
- Research and order items for the Museum store, keeping budget, historical appropriateness, space limitations in mind.

Visitor Engagement

- Coordinate distribution of visitor materials, such as the Visitor's Guide, the mobile app, and other media for informing visitors about the Museum. Communicate with marketing and education staff as needed to ensure accurate, current information is in use.
- Provide support to educational activities for Museum visitors under the guidance of the Director of Education.
- Collaborate with other Museum staff as needed to support fundraising, special events, facility rentals and other Museum events and activities.
- Other duties as agreed upon with the Director of Administration.

SKILLS & QUALIFICATIONS:

- Friendly and approachable manner with ability to motivate staff to achieve their best performance.
- Excellent organizational and supervisory skills with careful attention to detail
- Highly effective communication and interpersonal skills for collaborating with diverse audiences.
- Well-developed time-management skills along with the ability to manage several tasks simultaneously, to analyze and solve problems, and to exercise tact and judgment in all situations.
- Comfortable with working independently, yet is an effective team member and consistently employs a professional demeanor and work ethic.

High school diploma is required. Prefer 4-5 years experience in museum guest services management, retail and/or customer service management. Two-three years experience with personnel supervision, cash and budget or retail sales management required. Position is part-time (approximately 28 hours/week) and requires regular weekend hours.

SCHEDULE:

- The Guest Relations Manager is a part-time regular position with a 28 hours/week schedule. This position will typically work four 7-hour shifts per week, including Monday, 2-3 other weekdays and at least 3 weekend shifts per month.
- At least TWO shifts per week (not Monday) will be serving as front-line staff (ticket office or, occasionally, history host).

DHV GR Mgr – 101017

