



Door County Maritime Museum

Job Description

Position: Visitor Services Manager (FT/Exempt)

Reports to: Executive Director

SUMMARY

The focus of the Door County Maritime Museum's Visitor Services Manager is to provide excellent, and inclusive guest services to all visitors at the museum's three locations. This is accomplished with oversight of part-time visitor services staff, and working closely with the museum's Volunteer Coordinator, and other museum staff. The Visitor Services Manager will lead the team of Visitor Services Associates, and be the point organizational person for group tour bookings. The successful candidate will also assist with the museum's initiatives in education, learning and exhibit interpretation, ensuring an excellent museum visitor experience in support of the museum's mission and vision.

The Visitor Services Manager will be the primary contact for the visiting public and manage all front-of-house services and interactions from the Welcome / Admissions Desk. This is a full-time salaried position with a Wednesday - Sunday Schedule and will report to the Executive Director.

Primary responsibilities:

- Provide excellent customer service, promote the museum's mission and vision in all activities
- Admission desk staffing, scheduling, training and operation;
- Work closely with the Volunteer Coordinator to schedule docents and guides when needed;
- Act as primary contact and booking/scheduling contact for group tours to the Museum;
- Follow professional museum standards, conservation principals, museum policies and procedures;
- Have working knowledge of museum's point of sale systems;
- Recruit, train, schedule and manage Visitor Services staff;
- Handle visitor concerns, comments and complaints that cannot be settled by Visitor Services staff;
- Track Visitor Data/Statistics;
- Opening, closing, and managing the museum on weekends;
- Soliciting and tacking visitor feedback;
- Work effectively with the museum's management team to coordinate events, exhibit openings, book signings, etc.
- Strong knowledge of museum's emergency procedures;
- Perform other duties as assigned by the Executive Director.

Secondary responsibilities:

- Provide general and special access tours to visitors as needed when volunteer assistance is not available;
- Assistance delivering educational programing as needed;

- Staffing community events as needed;
- Contributing to the museum's social media posts and *The Beacon* newsletter.

Qualifications:

- A High School Diploma and Bachelor's or Associate's Degree, and/or mix of experience and education;
- Have a valid driver's license;
- Experience working in customer service;
- Possess strong interpersonal and communication skills, including writing;
- Feel comfortable speaking in front of diverse groups of any size and age range;
- Be able to calmly settle conflicts as they arise;
- Be able to manage staff and volunteers with a wide range of ages, interests, abilities, and personalities;

Preferred but not required:

- BA or MA in Communications/History/Museum Studies/Education or a related field, experience working in a museum or non-profit;
- Experience as a volunteer or managing volunteers, interest in museums, maritime history, Door County history;
- First aid and C.P.R. certification.

SKILLS AND ABILITIES

- Demonstrates resourcefulness, good judgment, excellent oral and written communications skills and excellent organizational skills;
- Knowledge of modern office procedures, including procedures development and implementation;
- Excellent computer skills, database management and spreadsheets;
- Proficient with Microsoft Office, including Word, Excel and PowerPoint;
- Excellent organizational skills and ability to manage multiple projects at once;
- Ability to communicate effectively and provide feedback, encouraging excellent sales and customer service performance.
- Highly motivated and detail oriented
- Must be customer focused.
- Ability to work a flexible schedule that may include evenings, weekends, and holiday assignments.

DCMM TEAM CULTURE

- The strength and flexibility of our team allows us to meet new challenges with success.
- We keep an open mind, recognize, and maximize our individual strengths.
- We strive to over-communicate, and utilize the unique skills and experience each of us brings to our combined team strength.
- We keep things positive, and we respect each other.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

There will be times when this position is expected to travel or work off-site and as such may be subject to various climates including winter exposure.

PHYSICAL DEMANDS

The physical demand 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.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools or controls; and talk or hear. The employee is occasionally required to walk, sit, and climb stairs/ladders.

The employee must occasionally lift and/or move up to 40 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Mission Statement

Door County Maritime Museum & Lighthouse Preservation Society, Inc. preserves Great Lakes maritime history, primarily focusing on Door County, Wisconsin, and provides interpretive and educational opportunities for current and future generations.

Vision Statement

It is the vision of the Door County Maritime Museum to provide and perpetuate the best maritime museum experiences on the Great Lakes.

DCMM Team Values

The strength and flexibility of our team allows us to meet new challenges with success. We keep an open mind, recognize, and maximize our individual strengths. We over-communicate, and utilize the unique skills each of us contributes to our team's strength. We keep it positive, and we respect each other.

TO APPLY:

Send cover letter, resume and relevant information to:
Kevin Osgood, Executive Director at kosgood@dcm.org
Or send to the museum street address.