



Museum Visitor Services Manager

Overview

For over half a century, World Forestry Center has worked at the intersection of people and forests. As a nonprofit organization dedicated to creating and inspiring champions of sustainable forestry, we offer experiences that inspire people to value and support the economic, ecological, and social benefits of forests. One of the ways we do this is through our Discovery Museum.

The Visitor Services Manager (VSM) will lead a collaborative frontline museum team as well as manage a thriving museum gift store. This leader will help to create an atmosphere of excellent customer service and supervise Visitor Service Associates so they can confidently greet visitors, process admissions, sell gift store items, answer questions about the museum and other park attractions, and share World Forestry Center's mission with our guests.

Position Responsibilities

- Lead the daily operations of the museum admissions desk and gift store with a focus on customer service, organization, and efficiency, ensuring guests are attended to professionally and promptly;
- Ensure museum operations are covered with adequate staff during museum's open hours of Wednesday – Sunday, 10am – 4pm. Some evening work required;
- Supervise Visitor Services Associates and prepare performance reviews and counsel if needed on performance issues;
- Evaluate needs and place orders to keep museum gift store well stocked with inventory while adhering to allocated budget;
- Reply to and book group tour requests, supervise staff to process memberships, and the processing of donation requests;
- Update and maintain Operations Guide to reflect all current practices;
- Lead admission staff and visitors in an emergency, or have a designated person on site to do the same;
- Resolve visitor concerns and complaints to the mutual satisfaction of the visitor and the Museum;
- Conduct routine maintenance of point-of-sale system (Square) and monitor industry developments to improve our efficiency when possible;
- Prepare daily, weekly, monthly admission reports, and gift store inventory reports
- Prepare bank deposits as needed and coordinate with Visitor Services Associates taking deposits to the bank;
- Liaise with Event Services staff to ensure organizers of private events inside the Museum have a successful and safe event;
- Routinely inspect exhibits for needed repairs, and report technical issues to Facilities, and non-technical issues to Programs staff;
- VSM and team will engage with guests and offer exhibit information to guests with information provided by the Programs team;
- When feasible, help create and support the delivery of program activities such as Storytime;

- When appropriate, coordinate staffing for public program events either in the museum or off-site;
- Collaborate with Communications Director to help create social media content that promotes the museum's exhibits, programs, and special events;
- Work collaboratively with other departments to support the organization's mission and core values;
- Collaborate, when possible, with other front-line managers at other attractions to keep aware of tourism trends and exchange ideas and information to help manage a front-line staff;
- Perform other duties at the discretion of management.

Qualifications & Requirements

- The ideal Visitor Service Manager will demonstrate excellent customer service, management, and problem-solving skills;
- Five years of related customer service experience, including at least three years of supervisory experience; or an equivalent combination of education, training, and experience;
- Motivate staff and foster a positive work environment;
- The ability to deal with unexpected situations calmly and professionally;
- Basic computer knowledge and trouble-shooting capabilities. Experience with Word, and Excel. Experience with Square preferred;
- The capacity to problem-solve, multi-task, and pay attention to detail;
- The ability to lift 20lbs and be physically able to climb stairs and walk a 5.5-acre campus;
- Ability to stand for an extended period;
- Valid driver's license.

Details & Compensation

- Full-time, exempt, annual salary of \$55,000 – \$58,000. This is a 40 hr/week on-site, position, Wednesday – Sunday. Some evening work required.
- Reports to Director of Events & Visitor Services;
- Health and dental insurance provided, with option for vision insurance;
- 401k provided, with 3% safe harbor for all employees and 1% match provided for all contributing employees;
- Paid sick and vacation time, along with several paid holidays per year;
- Reciprocal access to other area attractions, such as Portland Japanese Garden, Portland Art Museum, and the Oregon Zoo.

World Forestry Center is an equal opportunity employer and does not discriminate in its selection of candidates for employment based on race, color, national origin, religion, sex or sexual orientation, marital status, disability, age, military service, family medical history, legal source of income, gender, identity, political affiliation, or family leave obligations.

Interested applicants please submit cover letter and resume to Jennifer jkent@worldforestry.org by March 14. Please no phone calls.