The Valentine
Employee Job Description

**JOB DESCRIPTION:** Visitor Services & Volunteer Program Manager

**FSLA STATUS:** Exempt

**Job Objective:** The Visitor Services & Volunteer Program Manager is responsible for creating a welcoming and customer focused experience for all visitors to the Valentine. S/he manages the museum's front desk staff at both locations (Valentine main campus and Valentine First Freedom Center), ensuring the success of the Valentine's front line of community engagement. The Visitor Services & Volunteer Program Manager oversees the museum's Volunteer and Internship programs. As a member of the Education and Engagement Department, the Visitor Services Manager collaborates with the department to schedule adult group visits to the Valentine and works to support the mission of the Valentine while ensuring excellent customer service for all Valentine constituents.

**Reporting Supervisor:** Director of Education and Engagement

**Positions Supervised:** Museum Store Manager, Visitor Services Associates and Volunteers

**Attire:** Uniform - Valentine logo shirt with black or khaki pants

**Schedule:** Tuesday – Saturday 8:30 am-4:30pm, with occasional evening and weekend events

**Responsibilities and Duties:**

**Visitor Services Responsibilities**

1. Manages Visitor Services staff (Visitor Services Associates and Museum Store Manager), including hiring, training, coaching, regular and annual evaluation and management of daily activities
2. Provides excellent customer service through outstanding front desk management and operations, ensuring Valentine lobby and Valentine First Freedom Center are welcoming, easily accessible spaces and provide needed visitor information
3. Effectively performs and facilitates all responsibilities of the Visitor Services Associate job description, including customer service; greeting visitors; answering phone and email inquiries; processing admissions; retail / event ticket sales; processing program and research appointment payments; tracking attendance; assisting with intra-departmental communication; museum opening and closing

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1 DISCLAIMER: This is not necessarily an exhaustive list of all responsibilities, duties, skills, efforts, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed as assigned.

2 FLSA stands for the Fair Labor Standards Act, which was enacted by Congress in 1938 and is under Federal Wage and Hour statutes. An exempt employee is not paid for overtime hours worked. There are three categories under which an employee may be considered exempt. They are administrative, executive, and professional. These categories generally define an exempt employee as one who customarily and regularly exercises discretion and independent judgment in the performance of his/her duties.

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procedures; and attention to museum security, accessibility and appearance of public spaces

4. Oversees staffing schedule for Visitor Services Associates and Museum Store Manager for front desk and Valentine First Freedom Center as required for regular operations and events

5. Serves as main point of contact for adult museum visitor groups onsite (Wickham House tours), including scheduling private group tours, sending confirmations, collecting payments, coordinating staff for museum tours and greeting groups

6. Follows and enforces Valentine policies and procedures to ensure the safety of museum collections, property, and visitors. Monitors galleries, museum spaces and tours utilizing security cameras at the museum front desk

7. Is proactive about being informed and sharing information regarding programs, events, policies and procedures, operations and membership opportunities

8. Provides assistance with coordination of events and programs at the museum, including facility rentals, school programs and other special events as needed

9. Coordinates the museum staff Visitor Experience team, collaborating with other departments to consider all aspects of the museum's visitor experience, including accessibility and engagement

10. Works with the Education and Engagement Department to devise and implement recruitment strategies in the effort to increase diversity and retention among Visitor Services staff

Wickham House Interpretation

1. Manages interpretation of the Wickham House through leading, training and staffing (VSAs and Volunteers) guided house tours

2. Collaborates with the Curator of General Collections and the Education and Engagement department to ensure engaging, accurate and mission-driven interpretation of the Wickham House

3. Manages Wickham House training resources and contributes to development of resources for Education and Engagement staff for house and exhibitions

4. Collaborates with the Education and Engagement department to provide regular training and opportunities for continued professional development on the Wickham House and exhibition topics for Education and Engagement staff and Volunteers

Volunteer & Internship Program Management

1. Manages the museum Volunteer and Internship programs, providing creative opportunities for community members to engage more personally with the museum through service and learning

2. Devises and implements recruitment strategies in the effort to increase diversity and retention of Volunteers and Internships.
3. Oversee Volunteer and Intern interviews, orientation, on-boarding, retention, coordinating schedules and exit interviews
4. Oversee database management and record keeping, providing an organized system of tracking volunteer and internship hours
5. Plan Intern and Volunteer learning opportunities and appreciation events

Requirements

1. Bachelor’s degree in history, hospitality, communications, or another related field
2. 2 years of experience working in a customer service focused setting
3. Computer competency, particularly with MSOffice Suite (Excel and PowerPoint)
4. Excellent customer service attitude, flexibility strong communication skills, attention to detail and strong organizational skills
5. Schedule that allows for weekend and occasional evening work

Physical Demands: The Visitor Services Manager must be physically able to stand and walk with a group for a minimum of 30 minutes and be able to climb narrow stairs. While performing the duties of this position, the Visitor Services Manager is regularly required to reach with hands and arms, speak for extended periods of time and listen. The Visitor Services Manager may be occasionally asked to lift and carry objects such as books or files weighing up to 15 pounds. Specific vision abilities required by this position include close vision and the ability to focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.