

The Valentine Employee Job Description

JOB DESCRIPTION: Visitor Services & Volunteer Program Manager¹

FSLA STATUS: Non-Exempt² / Full-Time

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). The Visitor Services & Volunteer Program Manager oversees the museum's Volunteer and Internship programs and schedules adult group visits to the Valentine.

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

Visitor Services Responsibilities

1. Manages Visitor Services staff, including hiring, training, coaching, performance evaluations, and management of daily activities.
2. Excellent customer service skills while demonstrating the ability to motivate and manage a team, and a strong understanding of retail and customer service management. Must be able to positively represent the Museum and engage with visitors and co-workers in a professional and cordial manner.
3. Oversee public areas in the Museum to ensure cleanliness, safety, and security; and supporting operations and programs.
4. Follows and enforces Valentine policies and procedures to ensure the safety of museum collections, property, and visitors.

Wickham House Tours & Interpretation

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

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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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. Serves as main point of contact for adult museum visitor tours and schedules private group tours.

Volunteer & Internship Program Management

1. Manages the museum Volunteer and Internship programs,
2. Oversee Volunteer and Intern interviews, orientation, on-boarding, retention, coordinating schedules and exit interviews
3. Oversee database management and record keeping, providing an organized system of tracking volunteer and internship hours
4. Plan Intern and Volunteer learning opportunities and appreciation events

Requirements

1. 2 years of related experience working in a customer service focused setting.
2. Computer competency, particularly with MSOffice Suite (Excel and PowerPoint)
3. Excellent customer service attitude, flexibility strong communication skills, attention to detail and strong organizational skills
4. 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 and listen for extended periods. The Visitor Services Manager maybe 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 will be provided to enable individuals with disabilities to perform the essential functions.