



VISITOR EXPERIENCE MANAGER

Curious City Pop-up Museum, Peabody MA

Reports to: PCC Board of Directors

Temporary Part Time (22 hours)/FLSA Status: Non-Exempt

Rate: \$20/hour

About CuriousCity:

The Peabody Cultural Collaborative (PCC) and the City of Peabody are embarking on an exciting new project: CuriousCity, a pop-up children's museum in downtown Peabody. This temporary play-based children's museum will run for three months beginning March 31st at the George Peabody House and Leatherworkers Museum. CuriousCity will serve children ages 2-10 and their caregivers in Essex County. Exhibit topics include geography, farm to lunch box, sensory play, stories of the world, mindfulness, banking and philanthropy, and an open-ended creation/building space. All exhibits will be hands-on and play-based and include components that focus on STEAM education, literacy and adult/child interaction.

Position Summary:

The Visitor Experience Manager (VEM) oversees the daily operations of the museum and is responsible for executing school programs, private programs, and public access times at the museum. The ultimate goal of CuriousCity is to demonstrate that a permanent children's museum can be a successful venture in Peabody so that the children of Essex County will have permanent access to a play-based space devoted to learning and promoting the healthy development of children and families in our community. Therefore, data collection will be a key function of this position.

Essential Functions:

- Provide solid leadership presence; demonstrate quick problem-solving and flexibility; promote team building among the Visitor Experience Associates (VEAs) and volunteers; and serve as a role model of outstanding customer service.
- Interact with visitors of all ages, ensuring that they are using materials safely and in the intended manner.
- With the VEAs and volunteers, maintain and verify the cleanliness and readiness of all exhibit spaces, the lobby, and admissions desk areas daily.
- Maintain the loose parts inventory and ensure that exhibits are properly stocked on a daily basis.
- Collect data from visitors according to Museum internal guidelines.
- Take the lead in addressing any program or operational issues that may arise
- Create daily staff and volunteer schedules.
- Prepare and submit daily logs on operation activity, including projects, productivity, accomplishments, problem areas, and VEA performance.
- Train and mentor VEAs and Volunteers.
- Participate in regularly scheduled staff trainings.
- Provide backup for selling daily admissions tickets as needed.
- Perform daily opening/closing duties at Admissions, to include counting the daily cash bags, straightening the and ensuring all VEA checklists are completed.
- Lead morning and end-of-day staff meetings.
- Adhere to Museum policies and procedures.
- Perform other duties as required.

Supervisory Responsibilities:

- Develop and lead team of Volunteer Experience Associates and volunteers.

Essential Knowledge, Skills, & Experience:

- College degree required.
- 1-2 years supervisory experience in a museum or classroom setting preferred.
- Experience handling cash, credit or check transactions with customers.
- Excellent verbal and written communication skills, outstanding customer service, ability to make sound and independent decisions, ability to work in a fast past environment, troubleshoot and problem solve as well as proven ability to work with individuals of a diverse background. Fluency in a second language is a plus.
- CORI background check required.

Working Environment and Physical Requirements:

The physical demands and work environment characteristics 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.

- Office Environment:
 - Standing or sitting for long periods of time
 - Interaction with the public, including children
 - Reaching, bending and lifting up to 35 lbs.

Disclaimer:

The above statements are intended to describe the general nature and complexity of the work being performed by personnel assigned to this classification and do not represent an exhaustive list of all tasks, duties, and responsibilities required of personnel assigned to this position.

Please send cover letter and resume to Melissa Robinson at mrobinson@noblenet.org no later than March 9, 2019.