



*Where children play to learn... and grown-ups learn to play!*

### **About the Museum**

Our mission is to provide an environment where curiosity and creativity flourish, while both children and adults learn together through experience. MY Museum presents an environment unique to any other in Monterey County. Constructed as a microcosm of "what makes Monterey special", this 8,500 square foot museum is packed with a variety of hands on exhibits, making each visit unique and exciting.

### **Visitor Experience Manager**

Reports to Director of Visitor Experience

#### **Position Requirements**

- 1-2 years of retail or comparable experience
- 1 year management experience preferred
- Experience working with a diverse public
- Some administrative experience
- Must be available most weekends and evenings

#### **Major Tasks and Responsibilities**

- Train and coordinate daily activities of Visitor Experience Associates and volunteers
- Model outstanding customer service and evaluate the service provided by staff
- Carry out Museum procedures, including cash handling, admissions, and cleaning duties
- Assist with scheduling as needed
- Implement safety, security, and emergency procedures as directed
- Coordinate birthday party registration and confirmations
- Demonstrate cooperative behavior with staff and directors
- Motivate and maintain a strong functional, enthusiastic team
- Other duties as assigned by directors

#### **Preferred Qualifications**

- Experience working in a guest service management role
- Experience working retail and point of sale systems
- Ability to work independently with minimal direction
- Excellent organizational skills and the ability to prioritize effectively
- Proven record of leading in a collaborative work environment
- Effective leadership skills that can energize work teams to respond to the museum's business needs

Good verbal, written, and presentation communication skills  
Experience with negotiation, problem analysis and problem resolution  
Experience with Word, Excel, PowerPoint, and database navigation  
Ability to prioritize and plan work activities in a timely and efficient manner  
Ability to adapt to changes in the work environment, manage multiple work demands and adjust to delays and unexpected events  
CPR and First Aid certified  
Valid CA Driver License

Hours: 2-3 days per week, based on experience