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