

VISITOR SERVICES MANAGER
Historic Denver/Molly Brown House Museum
1340 Pennsylvania Street, Denver, CO 80203

We have an opening for a full-time **Visitor Services Manager** at the Molly Brown House Museum. The Visitor Services Manager is a passionate and motivated team member tasked with supervising all admission and museum store activities and staff. This person will ensure efficient operations and excellent customer experience in order to maximize revenue and amplify brand awareness in alignment with Historic Denver's mission.

Candidates should have retail experience, be interested in history, and enjoy meeting new people. Daily responsibilities include managing front-line staff, coordinating schedules and staffing with all departments, and assisting guests with tickets, information, and merchandise in the Visitor's Center. Primary responsibilities also include daily accounting and financial reporting, selecting and displaying merchandise in a creative manner, and managing all admissions sales and reporting.

The Visitor Services Manager is a non-exempt, full-time, position scheduled for 37.5-40 hours/week and may include both weekday and weekend coverage. This position is for immediate hire and training will be provided. The salary range for this position is \$38,000 - \$42,000 and will be eligible to participate in group benefit programs.

Position requirements:

The Visitor Services Manager candidate should have previous retail management and purchasing experience, with non-profit or museum experience a preference. This position requires the ability to communicate with guests, learners, and co-workers using a sound level of discretion, best judgment, tact, and diplomacy in all matters. Candidates should have a creative and innovative mindset with a proven ability to think out of the box, an ability to manage competing priorities in a fast-paced environment, and thrive in an open and team-oriented environment. Fluent English proficiency, writing and speaking skills required, with priority given to those bi-lingual in Spanish.

Responsibilities and Essential Functions:

- Promote professional selling skills and quality customer service.
- Identify opportunities to drive membership and merchandise sales, increase customer satisfaction, and expand museum traffic.
- Communicate and implement clear performance expectations to Store staff.
- Participate in the interviewing, hiring, and training of new front-line staff.
- Oversee stock levels replenishment to meet visual presentation and merchandising standards and goals.
- Organize and schedule the annual physical inventory.
- Collaborate with relevant departments to determine daily schedules and staffing for public activities.
- Oversee online retail site and online tour ticketing as well as all ticketing partners and discount admission outlets.
- Strong PC skills with Windows-based programs, particularly hands-on experience with retail point of sales systems, preferably Square.

Work Environment:

This position operates in busy indoor environments; crowds and moderate to very noisy sound levels are common. Therefore the candidate should possess the ability to:

- Communicate clearly in both written and verbal forms and speak effectively before groups.
- Maintain excellent customer service.
- Keep a clean, neat and professional appearance, coupled with the ability to maintain a clean work environment.
- Think strategically using sound judgment to solve problems and develop alternative solutions.
- Adapt to changes in the work environment, manage competing demands, and deal with frequent change, delays, or unexpected events.
- Work effectively as part of a team, as well as lead and supervise the work of others.
- Establish and maintain effective working relationships within the department and across departments.

Physical/Mental Requirements:

The physical demands 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. This position requires moving or standing to a significant degree, up to 8 hours. Physical demands associated with the essential functions include reaching, handling, talking, and listening.

Equal Opportunity Employer:

Historic Denver, Inc., the parent company of the Molly Brown House Museum, is dedicated to the principles of equal employment opportunity in any term, condition, or privilege of employment. We do not discriminate against applicants or employees on the basis of age, race, sex, color, religion, national origin, disability, sexual orientation, or any other status protected by state or local law. Prospective employees are subject to a background check.

Applications with references and a well-written cover letter should be sent by e-mail only to: amalcomb@mollybrown.org

APPLICATION DEADLINE: Wednesday, March 25, 2020 at 5:00 pm