



Title: Visitor Experience Manager (FLSA Status: Full-time / Exempt)

Reports To: Vice President & Museum Director

ABOUT HISTORIC DENVER

Historic Denver is the foremost voice advocating for Denver's historic and cultural assets, working every day to promote and protect Denver's historic places and spaces and the stories they tell about Denver's diverse residents and communities. In addition to owning and operating the Molly Brown House Museum, Historic Denver conducts educational programming and events, leads walking tours, provides technical assistance to owners of historic properties, and holds preservation easements on more than 70 of Denver's most beloved buildings.

THE OPPORTUNITY

Historic Denver is currently hiring for a Visitor Experience (VEX) Manager position. We are looking for a people-centered professional responsible for ensuring that every guest enjoys an exceptional and mission-aligned experience. In this role you will oversee ticketing and admissions, retail sales, and front-line visitor services staff at our flagship property, the Molly Brown House Museum, as well as at the Daniels & Fisher Clock Tower experience. This VEX Manager position is a chance to make a significant impact at two of Denver's top tourist destinations, one a leading women's history-focused historic house museum, and for a community-led preservation advocacy and immersive history organization.

THE ROLE

Visitor Experience & Operations

- Manage daily front-of-house operations, including admissions, retail sales, visitor assistance, and supervision of visitor services staff.
- Ensure a consistently welcoming, accessible, and visitor-centered experience aligned with the organization's mission and values.
- Oversee online ticketing systems, third-party sales platforms, and related web content to ensure accuracy and ease of use.
- Maintain clean, safe, and well-presented visitor-facing spaces in accordance with institutional standards.

Retail & Earned Revenue

- Lead merchandising for the Museum Store and Clock Tower, including product selection, display, resets, and sales tracking.
- Train staff in product knowledge, suggestive selling, and upselling to support earned revenue goals.
- Coordinate daily cash handling, deposits, reconciliation, and inventory control in partnership with the part-time accountant; oversee annual inventory counts.

Staff & Volunteer Leadership

- Supervise and schedule 6-8 part-time visitor services staff; support a volunteer host and guide corps of approximately 50 individuals in collaboration with senior staff.

- Recruit, onboard, train, and evaluate front-line staff and volunteers, emphasizing customer service, accessibility, safety, and interpretive excellence.
- Support staff and volunteer retention and contribute to efforts to expand and diversify the volunteer program.
- Foster a positive, respectful, and inclusive team culture rooted in continuous learning and shared accountability.

Institutional Collaboration

- Serve as a key liaison between visitor services, retail, and other departments to align scheduling, programming, and visitor-facing initiatives.
- Act as a knowledgeable resource on museum exhibitions, programs, events, the Clock Tower, and local cultural attractions.
- Participate in regular staff, planning, and cross-departmental meetings and contribute to organizational priorities related to audience development, accessibility, and community engagement.

THE CANDIDATE

Experience and qualities of the idea candidate are set out below:

- 3–4 years of retail, customer service, or volunteer management experience required; museum or nonprofit experience strongly preferred.
- Demonstrated success with supervising staff and/or volunteers in a public-facing environment.
- Strong customer service skills with a commitment to inclusive, accessible practice.
- Mid-level competency in Microsoft Office Suite, WordPress, and CRM systems.
- Experience with point-of-sale systems, ticketing platforms, and basic financial and inventory procedures.
- Please share with us if you are bilingual (Spanish/English).
- A passion for arts, culture, and history—and a knowledge of and appreciation for Denver’s heritage.

COMPENSATION

Historic Denver will offer the successful candidate a competitive salary within the range of \$51,000 to \$53,500. The successful candidate will also be eligible for retirement and healthcare benefits, paid vacation and sick leave, and an employee-match SIMPLE IRA plan after year one.

HOW TO APPLY

Preference will be given to candidates who send a resume and cover letter to amalcomb@mollybrown.org by the end of the day, Tuesday, February 10, 2026.

REQUIREMENTS

This is a full-time position required to work Sunday – Thursday in-person at the Molly Brown House Museum (1340 Pennsylvania Street) and at the Daniels & Fisher Clock Tower (1601 Arapahoe Street). After a 90-day on-boarding period, and dependent on weekly staffing schedules and needs, this position will be eligible for 3-5 work from home days per month.

Physical Requirements

Works requires physical exertions such as walking, standing, lifting, carrying or similar activities. This work requires walking or standing to a significant degree. This position requires using multiple flights of stairs to a significant degree.

Equal Opportunity Employer

Historic Denver 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.