

Position: Weekend Visitor Services Manager

Reports to: Director of Visitor Services

Compensation: \$17.50/hour

Qualifications:

- At least one year of management experience.
- Extensive customer service experience.
- Experience with cash-handling and using a POS system.
- Excellent written and oral communication skills.
- Collaborative, “can-do” mindset to work with staff across departments.
- Self-starter who can work with minimal oversight and meet goals consistently.
- Ability to work harmoniously with and serve individuals representing a diversity of religions, gender identities, ethnicities, parenting styles, abilities, political beliefs, etc.
- Reliable transportation.
- Must pass a background check.
- Additional skills that are highly valued, but not required, are knowledge of early childhood education and multilingual.

Schedule: Full-time position, 35-40 hours per week. The weekly work schedule for this position is Mondays 8:30am-4:30pm, Tuesdays 8:30am-4:00pm, Wednesdays 8:30am-4:00pm, Fridays 8:30am-4:00pm, and Saturdays 8:00am-5:30pm. Employee is required to work one weekend day as part of their weekly schedule. Occasional evenings will be required, with notice. In general, shifts fall between 8am-6pm.

To Apply: Please send your resume to hr@cmccleveland.org . You will be contacted by email if you are selected for an interview. **No phone calls, please.**

Our Organization:

As a leader in Cleveland’s early childhood education community, The Children’s Museum of Cleveland (CMC) provides an accessible and engaging space for children ages 0-8 to learn through play. Our eight unique exhibits provide an open-ended learning environment for children to imagine, experiment, problem-solve and explore, building a strong foundation for future learning. We are an advocate for self-directed play as one of the best ways for a young child to learn. As a vital community resource, we provide experiences that can bridge a child’s learning between the Museum, home, and school.

Job Summary: The Weekend Visitor Services Manager works alongside all Visitor Services management team members to support Museum operations on weekdays and direct all Museum operations on weekend days. This role acts as the sole manager on weekdays or weekends in the absence of any higher level manager. In conjunction with other Visitor Services management team members, this position is also responsible for ensuring Visitor Services Associates are following all CMC policies and completing all required tasks. This role represents the face of the Museum by interacting with guests at all points, following our clean and safe policies and ensuring that visitors have a positive and fun experience. This role is public-facing, and requires the employee to interact in-person with the general public on a daily basis. The Weekend Visitor Services Manager will work alongside Visitor Services Associates to monitor exhibits, assist guests, and clean all public areas.

Physical Effort: Visitor Services staff are on their feet the majority of the day. This role requires the physical and mental stamina necessary to interact with people for long periods of time, and the ability to occasionally lift and/or move up to 50 pounds. This role also requires some time spent sitting or standing to work at a computer and answer phone calls.

Essential Duties:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Act as lead manager on weekdays or weekends in the absence of any higher level manager.
- On the weekends, work with other Visitor Services management team members to run all aspects of the Museum.
- Arrive punctually to assist with opening the building, including setting up all exhibits and the front desk.
- Collaborate with the Director of Visitor Services and other Visitor Services management team members to direct all aspects of the Visitor Services Department. The Visitor Services Department oversees all in-person, phone, and email customer interactions, rentals, birthday parties, memberships, donations, gift shop, facility maintenance, exhibits, props, and all related supplies and technology.
- Handle customer concerns and questions, and resolve issues.
- Direct staff and guests in emergency situations.
- Maintain flexibility and act as a team player to accommodate guest needs, staffing issues, and changing business needs during emergencies, severe weather, and other challenging situations. Take initiative during challenging or unique situations to make decisions that are both fair to the customer and to the Museum as a business.
- Process transactions and handle funds responsibly at the Front Desk.

- During colder months, ensure safety of guests and staff by shoveling and salting outdoor walkways, ramp, and any other areas necessary.
- Create fair and impartial daily schedules for staff.
- Ensure Visitor Services staff members are following all CMC policies and completing all required tasks.
- Interact with Museum guests in a confident, friendly, positive, and helpful manner.
- On weekdays, work collaboratively with Visitor Services Associates to create clean & safe Museum experiences by assisting guests with any questions or needs and ensuring all guests are safe. Monitor all public spaces for cleanliness and tidiness daily, including cleaning and resetting exhibit spaces, props, and eating areas, as well as doing laundry throughout the day. This list is not comprehensive and is subject to change based on Museum needs. On weekends, this role will lead these tasks.
- Have in-depth knowledge of Museum policies, exhibits, events, and programs. Must have thorough knowledge of programs, events, and rentals that occur on the weekends.
- Display professional and cooperative behavior in a sometimes stressful and fast-paced environment. Possess ability to quickly adapt to changes.
- Assist with set up, clean up, and presentation of special programs and events, including private rentals and birthday parties.
- ALL positions at CMC work across departmental lines. This role will be asked to help with other programming duties as needed. Other departments are also here to help you and your team when needed!

Other Duties: This job description is not designed to contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.