WHATCOM MUSEUM FOUNDATION
JOB DESCRIPTION

JOB TITLE: Membership and Visitor Experience Supervisor

DEPARTMENT: Visitor Services Department

CLASSIFICATION: Hourly (Non-Exempt), Full-time

JOB SUMMARY:
Professional Museum position working with Membership and Marketing Departments and overseeing and supervising all front desk Museum Visitor Services & Security Attendants.

SUPERVISORY RELATIONSHIP:
Reports to the Whatcom Museum Chief Financial Officer (CFO) and receives guidance from the Marketing Manager, Development Manager and the Executive Director. Provides direct supervision and training of front desk Museum Attendants. Works closely with Museum Store Manager.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Lead the operations of the admissions desks with a focus on customer service, organization and efficiency, ensuring visitors are attended to professionally and promptly. Assist with providing training to staff on customer service. Ensures the resolution of visitor concerns and complaints to the satisfaction of both the Museum and the visitor.

2. Work with exhibition team, curators, education team and others to ensure that front desk staff are knowledgeable about exhibition content, programs, and events in order to ensure an excellent visitor experience.

3. Assist the CFO and Executive Director in hiring, training, supervising and evaluating the performance of front desk Attendants.

4. Reviews and approves timesheets and oversees scheduling ensuring adequate coverage of Museum Store and Admissions Desks during all public hours and special events, including providing primary coverage of Museum Store during normal public hours.

5. Work with Marketing Manager to update website and disseminate museum information through a variety of social media to help promote visitation to a broad audience.

6. Act as the primary resource for Museum Members, providing professional and responsive support for all Membership concerns.

7. Accurately maintain central database of all Museum contacts and donors.

8. Work with Development Manager to design and implement Membership retention campaigns to ensure a satisfactory renewal rate for existing members.
9. Work with Development Manager to create and execute Membership acquisition campaigns to obtain new Members.

10. Administer rejoin appeals throughout the year for lapsed and dropped Members.

11. Ensure timely acknowledgement process and fulfillment of Member benefits.

12. Assist in the development of member communications and collateral for print, onsite, and online distributions, including appeals, web copy, brochures, and forms, including the newsletter, e-news, and e-mail campaigns.

13. Maintain reliable and organized electronic and physical filing systems for Membership paperwork.

14. Ensure membership area is clean, organized, and well-stocked with supplies and collateral.

15. May assist in special events such as exhibition openings, fundraising events, and the pre and post planning of such.

ADDITIONAL WORK PERFORMED:

1. May perform physical activities to include moving, lifting, pushing, carrying equipment or supplies.
2. Performs other related duties as assigned by the Marketing Manager, the Development Manager, the CFO, and the Executive Director.
3. Act as a resource to employees and management regarding visitor service operations, membership programs, marketing campaigns, and exhibitions/programs.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

- Ability to gain a working knowledge of basic museum functions and current thinking, along with marketing and membership program principles in a museum setting
- Strong organization and task management skills, problem analysis and decision-making, planning and organizing, management control, flexibility/adaptability, and time management
- Ability to help develop and implement effective initiatives and strategies to ensure consistent excellent customer service in all public areas of the Museum
- Strong oral communication and interpersonal skills for working with a diverse population including other employees, Museum patrons, and the general public
- Ability to handle stressful situations professionally and with tact
- Strong written communication skills for developing, correspondence, policies, procedures and organizational communications
- Strong work ethic and strong customer service orientation, conducts self at all times in accordance with ethical standards required of Museum employees
- Ability to avoid conflicts of interest in use of Museum and of City resources and personnel
- Ability to maintain appearance of fairness in dealings with staff and customers
- Ability to understand and clearly explain Museum membership policies and procedures
- Ability to do repetitive work quickly, accurately, and with close attention to detail in an atmosphere of frequent interruptions
- Knowledge of basic math skills including ability to add, subtract, multiply, and divide with accuracy
- Relational database experience required, familiarity with data management best practices
- Good computer skills including basic proficiency with the MS Office Suite (Outlook, Word, Excel)
- Physical ability to perform required duties including:
  - sitting or standing for long periods of time
  - visual acuity to read a computer screen and a typeset page
  - fine finger dexterity to operate a cash register and computer keyboard and mouse, etc.
  - occasionally lift up to 30 pounds
- Ability and willingness to work a non-standard workweek of Wednesday through Sunday
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation
**WORKING ENVIRONMENT:**

Works inside heated and secured buildings, with frequent interaction by the public in person and by telephone. May be seated at a desk, standing at a counter, or moving about within the Museum Store and Lobby areas. Requires some lifting of heavy supplies and materials.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

− Associates Degree or equivalent required in the fields of either Business, Marketing or Communications; Bachelor’s Degree in related field preferred.
− Two years of experience in a supervisory capacity required.
− Two years of experience managing a data base, membership program, or similar office work.
− Combined experience/education as substitute for minimum education.

**NECESSARY SPECIAL REQUIREMENTS:**

− Must pass a local police and Washington State Adult/Child Abuse background check prior to hire.
− Willingness and ability to work an alternate workweek of Wednesday through Sunday and/or additional hours which may include occasional evenings.

If you are qualified, dedicated to customer service, and interested in joining the vibrant Whatcom Museum team, please send your resume and cover letter via e-mail to wmfjobs@gmail.com, or to Attn: Visitor Experience Position, Whatcom Museum, 121 Prospect St, Bellingham WA 98225.