



Visitor Services Manager

The Children's Museum & Theatre of Maine is seeking a dynamic, hands-on manager for the visitor services team. Reporting to the Deputy Director, the **Visitor Services Manager's** primary responsibilities are ensuring positive visitor experiences, providing oversight of the day-to-day "floor" operations of the Museum & Theatre, and management of front line operations staff. In addition to management, the Visitor Services Manager is expected to staff the front desk, open and close exhibits, and assist with daily cleaning tasks. This role requires versatility and the ability to assess the daily and ongoing needs of the operations of the Museum & Theatre. Full time, including one weekend day.

Responsibilities include:

- Managing and evaluating visitor services staff
- Scheduling paid and unpaid floor staff (daily & monthly)
- Managing and assessing safety and security concerns
- Providing quality assistance to visitors
- Responding to visitor comments and concerns
- Overseeing and supporting the daily care and maintenance of the exhibit areas
- Evaluating Museum & Theatre practices as needed
- Training floor staff & volunteers on visitor procedures and safety
- Assisting exhibits team with exhibit upgrades and development
- Working within a team
- Other duties identified by the supervisor
- Participate in annual self-evaluation & review

Qualifications:

- College degree
- Visitor service experience
- Experience in hospitality field preferred
- Staff management experience preferred
- Exemplary communication skills
- Superlative organizational skills
- Great interpersonal skills
- Discretion and good judgment in daily activities
- Professionalism
- Adaptability
- Proven problem solving skills

To Apply:

Submit cover letter, resume, and Children's Museum & Theatre of Maine employment application (found on www.kitetails.org) to Lucia Stancioff, Deputy Director, 142 Free Street, Portland, Me, 04101 (or via email at hire@kitetails.org)

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