Manager of Visitor & Member Services

Description:
We are looking for a proactive and experienced Manager of Visitor and Member services to plan and execute a strategic sales plan for the National Liberty Museum targeting growth in both areas. The Manager identifies prospects, determines needs, and oversees both general and membership admission. This position will cross over with almost every other department in the museum and involve a great deal of teamwork. The Manager will be responsible for achieving mutually agreed upon goals for both visitorship and membership.

Reports to:
Chief Administrative Officer

Hours:
Full time, 40 hours a week.
Occasional weekends and some evenings throughout the year.

Duties & Responsibilities:
- Develop and maintain annual budgets and budgetary goals.
- Identify and cultivate target markets for the museum.
- Work with Marketing and Development to grow our visitorship, membership and donors; in particular, collaborate closely with Marketing to implement and ensure effective front-line sales efforts.
- Send weekly admissions and museum store reports with analysis and solutions in addition produce Quarterly and Annual reports to be distributed to senior leadership.
- Create a concrete membership plan and hit membership targets; determine/report metrics to measure growth in membership.
- Build and lead the visitor services department to ensure a premier experience for all on-site visitors to the Museum; continual improvement of training materials and communication with entire team.
- Develop and ensure that department systems, procedures and practices support effective operations while providing outstanding customer service.
- Coordinate with Group Sales team to ensure positive group visitation experiences. Manage arrival of group visitors.
- Communicate regularly with other departments to ensure operational awareness of all Visitor Services functions.
- Handle visitor concerns, comments and complaints at the supervisory level.
- Identify opportunities to convert visitors to members and/or donors and maintain timely, open communication with Development whenever donors or prospects are on site.
• Build partnerships with other cultural institutions, as well as various vendors for the museum store and museum events.

Qualifications:

• Five years of experience in museum visitor services and or development
• Experience with Blackbaud database systems, specifically Altru
• Customer service management experience
• Sales-driven and highly self-motivated
• Proficient in Office 365
• Must be able to work a flexible schedule, including weekends.
• Bachelor’s Degree preferred, but not required
• Well-organized and thorough with close attention to detail and follow through
• Ability to constructively lead and motivate Visitors Services staff to work as a team and reach goals
• Excellent communicator; able to work positively and flexibly with all departments of the NLM to reach consensus and achieve goals.

Physical Demands:
The work environment and physical demands and characteristics 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 these essential functions:

• Physical Demands: Requires some physical activity including sitting/standing, limited lifting and carrying (up to 20 lbs.), up/downstairs
• Work Environment: Work is typically performed in an indoor environment, in museum offices or on museum floor
• Equipment: General office equipment, projector, Smart Board, two-way radio

Work Environment/Office Culture:
We are proud of our Museum family and work each day to create an atmosphere where everyone can contribute their ideas, energy and enthusiasm for the important services we provide to the public. We emphasize working together as a team which is cooperative and supportive of each other, with open communication always.

Our management team is committed to providing an atmosphere of trust and open communication and to listen to and answer any staff questions or concerns. We believe in giving each staff person opportunities to grow and will always promote from within and where possible.

To Apply:
The National Liberty Museum is an Equal Opportunity Employer seeking a diverse workforce. The NLM provides an excellent compensation package. The benefits package includes medical, dental, life & long-term and short-term disability insurance, a voluntary 401(k) program with employer match, paid time off, and an employee assistance plan for transit and dependent care.
We are now interviewing and will continue to do so until we find the ideal candidate. Interested applicants are asked to please forward your 1) resume, and 2) cover letter for immediate consideration to jobs@libertymuseum.org.

We regret we may not be able to respond to all applications. No phone calls, please.