



## **Museum Experience Assistant Manager**

### **Strategic Job Description:**

Every employee at the Louisiana Children's Museum has the same Strategic Job Description. It includes three elements, listed in order of priority.

- Your first priority – Is to achieve the organization's purpose. In other words, you in particular are responsible for everything.
- Your second priority – Is to help others achieve the organization's purpose.
- Your third priority – Is to carry out your job function.

### **Position Summary**

The Museum Experience Assistant Manager of the Louisiana Children's Museum assists the Museum Experience Manager (MEM) in ensuring all operational experiences advance smoothly and supporting full-time Gallery Managers, part-time Gallery Assistants and volunteers in addition to overseeing the quality of the museum visitor experience at our new location in City Park. This is a full-time position working Wednesday to Sunday. This position will begin July 29, 2019.

### **Key Relationships**

**Reports to:** Museum Experience Manager

**Coordinates with:** Gallery Managers, Gallery Assistants, Visitor Services Associates, Birthday Party Staff, Event Rental Staff

**Interacts with:** Chief Operating Officer, Director of Marketing & Sales, Marketing & Sales Coordinator, Marketing & Sales Manager, Events and Sales Manager, Volunteer Manager, community partners

### **Minimum Qualifications**

- One year of supervisory experience
- College degree
- Hands on experience working with children birth to eight years of age
- Excellent customer service and diplomacy skills
- Ability to work with a variety of people and personalities
- Strong organizational and multi-tasking skills
- Ability to learn and operate Razor's Edge database and POS system
- Ability to make the ordinary extraordinary!

### **Essential Characteristics**

- Creative, resourceful thinker
- Team player – willing to lend a hand
- Engaging and motivational leader
- Excellent customer service skills
- Strong time management
- Sense of humor!
- Problem solver



### **Responsibilities and Duties**

- Guarantee highest quality experience for all visitors by assisting museum educators in providing an educationally rich, inquiry based, playful approach to exhibits, outdoor experiences and all interactive programming.
- Maintain cleanliness, safety, and operations of exhibits, ensuring proper functionality on a regular basis, monitoring safety concerns with MEM, frontline staff, and maintenance staff.
- Supports Birthday Party Manager with any customer service instances related to birthday parties, field trips/groups and facility rentals, ensuring the highest quality experience.
- Assist MEM in Museum staffing/implementation, opening & closing the museum, and cleaning procedures.
- Manage and coordinate smooth delivery of group field trips and all programming.
- Assist MEM with any customer service or staffing issues related to birthday parties, field trips/groups and facility rentals, ensuring the highest quality experience.
- Responsible for exhibit and Visitor Services supplies inventory, reporting needs to MEM monthly.
- Serves as Manager-on-Duty when needed
- Other duties as assigned

### **Tools**

- Standards of Engagement
- Gallery templates
- Museum Experience manual & procedures
- LCM Birthday Manual
- Educational Program Calendar, Special Events Calendars

### **Time Allocation (Current)**

- |                                      |      |
|--------------------------------------|------|
| • Administrative Functions           | 25%  |
| • Meetings                           | 5%   |
| • Onboarding and Training            | 20%  |
| • Supervision / Coaching             | 50%  |
| • Problem Solving / Customer Service | 100% |