

Assistant Guest Experience Manager

Job Description

Exempt: Full-Time, Exempt

Location: 929 E Wisconsin, Milwaukee WI 53202

Reports to: Manager of Guest Experience



Our Mission

Inspire all children to wonder and explore their world through play and innovative, hands-on learning experiences.

Position Summary:

The Assistant Guest Experience Manager will work closely with the Guest Experience Manager in opening and closing the museum, overseeing the Guest Experience Associates and interns, assisting visitors, and staffing the information/admissions desk. Additionally, the Assistant Guest Experience Manager will assist with other museum events.

When the Guest Experience Manager is not present, the Assistant Guest Experience Manager will act as the manager on duty by overseeing the admissions desk and daily floor staff and operations to ensure a safe, rewarding, and fun experience for all visitors at Betty Brinn Children's Museum.

Basic Requirements:

- All BBCM staff, volunteers, and interns who work onsite are required to provide proof of full vaccination against COVID-19 by their hire date unless a reasonable accommodation is approved.

Responsibilities and Duties:

- Set objectives and tasks for guest experience associates to result in a high level of customer service and exceptional engagement with museum guests
- Actively supervise museum public spaces. This involves being on the museum floor to monitor and support staff, visitors, and museum physical condition.
- Communicate with other functions of the museum to ensure the front desk and museum floor are running smoothly.
- Participate in recruiting, hiring, and training of staff, interns, and volunteers.
- Assist in managing staff performance by participating in the professional development process to evaluate staff and interns.
- Address performance issues formally and informally with staff. Initiate disciplinary actions as needed.
- Respond to and resolve incidents on the museum floor involving health, safety, and customer service.
- Coordinate building-wide staff response as needed to enact separated family procedures and emergency procedures.
- Responsible for the implementation of emergency procedures and first aid.
- Other duties as assigned.

Minimum Qualifications:

- Excellent customer service skills, with a minimum of 3-years experience working in customer service, sales, and hospitality.
- Minimum of 1 year of experience with supervising and training a diverse group of staff.
- Detail-oriented, organizational abilities, strong computational skills and excellent communication skills.
- Minimum of 2 years of experience in cash handling and credit card transactions.
- CPR/ First AID certification preferred
- Must be able to multitask in a fast-paced environment

Salary

\$36,500 annual

To Apply:

Please email your resume along with a brief description of why you want to work at the Betty Brinn Children's Museum to hr@bbcmkids.org. Please include the job title of the position you are applying for in the subject line.

Betty Brinn Children's Museum provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression or any other characteristic protected by federal, state, or local laws