

Guest Experience Manager

Job Description

Exempt: Full-Time, Exempt

Location: 929 E Wisconsin, Milwaukee WI 53202

Reports to: VP of Finance and Administration



Our Mission

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

Position Summary:

The Manager of Guest Experience is the Museum's most customer facing position and oversees daily floor staff and operations to ensure a safe, rewarding, and fun experience for all guests. The Guest Experience Manager is responsible for opening and closing the museum, overseeing the Guest Experience team, assisting visitors, and staffing the front desk.

This position is in charge of leading and developing a passionate Guest Experience team that is invested in the Museum. They will need to communicate with other functions of the Museum to ensure the floor is running properly at all times.

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.

Responsibilities and Duties:

- Manage and use resources to organize scheduling, labor tracking and accurate time recording for all Guest Experience Staff. Monitor daily staffing levels, forecast shift coverage needs based on demand and manage supplies, stock, and operating expenses.
- Lead, inspire and develop a high-performing, multicultural team that prides itself on exceptional guest service creating an environment of inclusion where diverse thoughts and ideas are recognized.
- Responsible for recruiting, hiring, and training staff, interns, and volunteers to ensure effective teams.
- Manages staff performance by participating in the professional development process to evaluate the team.
- Address performance issues formally and informally with staff. Initiate disciplinary actions as needed. Lead Guest Experience staff by teaching, coaching and taking appropriate action to correct deficient conditions, behaviors, and work practices.
- Coordinate trainings for the Guest Experience staff with the other functions of the Museum.
- Make daily operational decisions that benefit Guests and the demands of the business and respond, assess, investigate and resolve different emergency situations.
- Respond to and resolve incidents on the museum floor involving health, safety, and customer service.
- Maintain and update policies and procedures that relate to Museum experience.
- Communicate with all functions and teams to ensure smooth daily operations, and ensure all relevant information is shared effectively.

- Responsible for ordering, purchasing, and adhering to budget guidelines for function. Additionally being a participant in the budget process for function.
- Serves as the main point of contact for security, cleaning services, and other Museum personnel.
- Other duties as assigned.

Minimum Qualifications:

- At least four years of related formal or informal experience and/or training in a setting that demonstrates the skills, knowledge and abilities needed to perform the above tasks; or equivalent combination of education and experience.
- 2 years of leadership or supervisory and cash handling experience.
- Advanced communication and problem solving skills with the ability of staying composed in stressful and complex situations.
- Keen attention to detail with the ability to prioritize, adhere to deadlines and handle multiple projects in a fast-paced environment.
- Understand the impact of financial aspects of an operation (i.e. operating budget, revenue, labor, supply costs, service fees, etc)
- Highly motivated, resourceful, flexible, outgoing and open-minded, easily able to adapt to change.
- Ability to maintain strict confidentiality of sensitive information.
- Commitment to promote an inclusive work environment that supports diverse perspectives.

Salary & Benefits :

\$45,000- \$55,000, based on experience

BBCM offers a generous benefits package, including but not limited to the following:

- Three weeks of PTO.
- Separate sick time.
- Medical Insurance (BBCM pays 80% of cost).
- Vision and Dental insurance eligibility.
- HSA with employer contributions.
- Employer-paid plans for Life and Accidental Death and Dismemberment Insurance & Long-Term Disability.
- Free Parking
- 401k with the Museum contributing 5%.

To Apply:

Please email your resume and cover letter 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