

Guest Experience Supervisor

Job Description

Exempt: Part-time (24-30 hours), Non-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 Guest Experience Supervisor 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 Guest Experience Supervisor will assist with other Museum events.

When the Guest Experience Manager is not present, the Guest Experience Supervisor will act as the Manager on Duty (MOD) by overseeing the front 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.

Responsibilities and Duties:

- Maintain objectives and tasks for Guest Experience Associates to result in a high level of customer service and exceptional engagement with Museum guests.
- Process all transactions on the Museum's POS system by handling ticketing sales, selling memberships and all other transactions.
- Maintain knowledge to communicate the Museum's products including but not limited to memberships, special events and promotions with visitors.
- Responsible for opening and closing the Museum for daily business operations.
- 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 as needed.
- 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 under the direction of the Guest Experience Manager.
- Respond to and resolve incidents on the Museum floor involving health, safety, and customer service.
- Responsible for the implementation of emergency procedures and first aid.
- Attend staff meetings, trainings, and other Museum events as needed.

- Other duties as assigned

Minimum Qualifications:

- Excellent customer service skills, with a minimum of 2 years experience working in customer service, sales, and hospitality.
- Minimum of 2 years of experience in cash handling and credit card transactions.
- 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.
- Must be able to multitask in a fast-paced environment
- Must be willing to work weekends.

Salary

\$16-17 per hour, based on experience.

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