



FCMoD, Nonprofit Partner
408 Mason Court
Fort Collins, CO 80524
970.221.6738
www.fcmod.org

POSITION DESCRIPTION

Visitor Experience Team Manager

Full-Time, 40 hours a week, pay range DOE

Five Consecutive Days a Week including at least 1 Weekend Day (9:00 pm – 5:30 pm)

Fort Collins Museum of Discovery (FCMoD) opened November 2012 as the result of a unique public/private partnership between the City of Fort Collins Museum (est. 1941) and the nonprofit Discovery Science Center (est. 1989).

Mission: The museum creates meaningful opportunities to learn, reflect, and have fun through hands-on and collections-based explorations in science and culture.

The Visitor Experience Team Manager at FCMoD guides and shapes the team responsible for creating an exceptional visitor experience in alignment with the museum's mission. S/he manages the museum's Visitor Experience staff, coordinates day-to-day museum floor resource needs, and oversees a responsive and ongoing training program. The Visitor Experience Team Manager jointly manages Visitor Experience Team operations with the Visitor Experience Retail Manager.

The ideal candidate is confident in their ability to perform this important work on behalf of FCMoD, but is also open to feedback and new ideas. Working at FCMoD is a collaborative effort, and this position requires the ability to work within a team, as well as across all areas of the museum in order to create an unparalleled experience for the visitors the museum serves. In addition, the candidate must be a self-starter with a strong customer service ethic, the ability to analyze situations and troubleshoot problems, and deliver appropriate solutions to potential challenges.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Reports to the Director for Community Connections
- Demonstrates excellent interpersonal skills and ability to work effectively in a team setting
- Jointly manages the Visitor Experience Team (VET) including Discovery Agents and area Lead(s), supervising day to day schedule, duties, and responsibilities.
- Collaborates with Visitor Experience Retail Manager to follow best practices and to make recommendations ensuring an exceptional visitor experience
- In collaboration with Visitor Experience Retail Manager hires, onboards, and trains new Visitor Experience Team members
- Works over peak museum visit times, such as the end-of-year holiday season, weekends, evenings, and/or other identified peak times at the museum



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- Adheres to the policies, procedures, and standards of conduct set forth by FCMoD

MANAGEMENT AND OVERSIGHT: TEAM

- Manages pay period scheduling of Visitor Experience Team ensuring adequate staffing of museum operations including standard and extended hour coverage of café, desk, kiosk, dome, store, programs, events, and rentals.
- Manages the Visitor Experience Team, including coordinators, leads, Discovery Agents, and volunteers, providing strategic and day-to-day oversight of staff duties and responsibilities
- Develops evaluation processes for analyzing potential new business areas for the VET team, proposes possible outcomes and develops implementation plans when appropriate
- Manages cash handling processes including Discovery Agent procedures and deposit protocols, ensuring compliance with museum policies and best practices
- Ensures the completion of monthly, quarterly, and annual reports for the Leadership Team, City, and FCMoD's Board of Directors
- Manages the creation and implementation of a VET training program, including ongoing professional development, ensuring successful information delivery to the team and an exceptional visitor experience
- Provides leadership for the museum safety team, ensuring the regular review and revision of safety and emergency procedures with colleagues from the museum's Safety Team. With the Safety Team, ensure museum staff is properly trained in emergency procedures

MANAGEMENT AND OVERSIGHT: JOINT

- With the Visitor Experience Retail Manager r, creates, implements, and maintains an internal reporting dashboard that analyzes visitation data, identifies trends, and effectively demonstrates the team's role in reaching FCMoD's financial goals
- Supports the Visitor Experience Retail Manager in ensuring compliance with Health Department policies and requirements including certifications, trainings, menus, and food handling policies
- Provides input to the Director for Community connections on staff performance, team budget planning, departmental goals, and overall vision for the team
- Participates in staff meetings, project teams, and other museum activities, as identified by the Director for Community Connections
- Remains up-to-date on trade publications and benchmarked organizations. Build a network of contacts with the museum and retail fields.
- Other duties as assigned



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KNOWLEDGE, SKILLS, & ABILITIES

- Advanced skills in customer service
- Knowledge of Outlook, Microsoft Office and Volunteer Management Software
- Ability to work on complex projects both as a team leader and major contributor
- Ability to work independently as well as collaboratively with a diverse team of staff, volunteers, vendors, and visitors
- Ability to handle multiple work assignments and meet strict deadlines
- Ability to communicate effectively both orally and in writing
- Be detail-oriented, calm under pressure, and willing to both learn and teach
- Proficiency with computers, including Microsoft Office and the internet
- Ability to keep and maintain accurate records.
- Ability to work in a fast-paced environment, able to analyze situations, responding quickly to deliver effective solutions.
- Ability to establish and maintain effective working relationships with co-workers.

EDUCATION & EXPERIENCE

Bachelor's degree in Communications, Business, Museum Studies, Recreation and Tourism, or a related field from an accredited college or university; three to six years related experience in a management or supervisory capacity; including budget and financial management, OR equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

SUPERVISORY RESPONSIBILITIES

This position may supervise as-needed, part-time, and full-time staff, volunteers and interns.

VALUES-BASED BEHAVIORS

- Listens attentively to others. Asks clarifying questions to gain a better understanding of the other person's views and assumptions
- Works effectively in a team environment and actively participates in joint problem solving; willingly cooperates with co-workers



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- Identifies and takes advantage of opportunities for personal and professional development
- Comes to meetings prepared and on time; honors work commitments; follows through on commitments; meets deadlines
- Collaborates with other work groups and outside organizations as appropriate, in a proactive and responsive manner
- Honors the private and confidential matters of co-workers. Protects the proprietary and confidential information of FCMoD
- Follows rules, regulations, and policies. Positively contributes to implementing changes

PHYSICAL DEMANDS

While performing the duties of this job, employee is regularly required to stand, walk, and sit; extended periods of walking and moderate physical activity required. Use hands to feel and manipulate tools and materials, and reach with hands and arms. Employee must frequently lift and/or move up to 50 pounds. FCMoD adheres to requirements set forth by the Americans with Disabilities Act (ADA).

CERTIFICATES, LICENSES, & REGISTRATIONS

Driver's license or ID card issued by a State or territory of the United States is required.

APPLICATION PROCESS

Submit electronic cover letter, resume, and three professional references to: Shannon Quist, Community Connections Director at squist@fcmod.org. Applications will be reviewed and selected candidates will be interviewed. Additional analysis may be conducted. Hiring is conditional upon a successful background check; additionally, a drug screening may be required.

FOR OFFICE USE UPON HIRE

I have reviewed and understand the essential functions of this job description and am able to perform each function with / without (circle one) accommodation. I further acknowledge that this job description is a general description of the duties of this position and changes in responsibilities may be required periodically by my supervisor.

Signature

Date