



FCMoD, Nonprofit Partner  
408 Mason Court  
Fort Collins, CO 80524  
970.221.6738  
[www.fcmod.org](http://www.fcmod.org)

## POSITION DESCRIPTION

### Visitor Experience Manager

**Full-time, 40-hours per week, Salary DOE**

**Thursday – Monday (8:30 AM – 5:30 PM), hours are subject to change**

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)

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 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 including volunteer Discovery Hosts, coordinates day-to-day museum floor resource needs, and oversees museum retail operations, including The Museum Store.

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.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Serve as the Visitor Experience staff and museum floor manager overseeing day-to-day visitor operations
- Determine appropriate Visitor Experience staffing for the daily operation of the Discovery Desk, retail operations including The Museum Store, and OtterBox Digital Dome Theater, as well as programs, birthday parties, and rentals and events.
- Oversee Visitor Experience staff scheduling to ensure strategic, consistent, and efficient staffing for optimal visitor experience.
- Hire Visitor Experience staff. Oversee the Visitor Experience staff professional development and ongoing training including: onboarding, customer service and cultural competency skills, and performance evaluation
- Develop and implement the Visitor Experience training program including effective initiatives and strategies to ensure consistent, excellent customer service across the museum.

- Manage the museum's retail operations. Oversee the development of inventory and merchandise plans, strategizing with colleagues to ensure alignment with programs and exhibits. Measure and track retail operation performance against key indicators.
- Work with the museum's Volunteer Coordinator to support, grow, and train a cohort of volunteer Discovery Hosts.
- Create, implement, and maintain an internal reporting dashboard that analyzes visitation data, identifies trends, and effectively demonstrates the team's role in reaching FCMoD's financial goals.
- Complete monthly, quarterly, and annual reports for the Leadership Team, City, and FCMoD's Board of Directors.
- Work collaboratively with colleagues, teams, and departments. Work with supervisor to determine team member participation on committees and working groups to ensure visitor voice and Visitor Experience member perspectives are present.
- Provide leadership for the museum safety team, ensuring the regular review and revision 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.
- Remain up-to-date on trade publications and benchmarked organizations. Build a network of contacts with the museum and retail fields.
- Perform other duties as assigned.

### **KNOWLEDGE, SKILLS, & ABILITIES**

- Advanced skills in customer service
- Advanced skills in retail operation management
- Excellent verbal and written communication skills
- Excellent interpersonal and communication skills
- Ability to work independently as well as collaboratively with a diverse team of staff, volunteers, vendors, and visitors
- Ability to establish and maintain effective working relationships with co-workers and vendors
- Ability to speak, read, and write a language other than English a plus
- Ability to analyze challenges and implement solutions in a fast-paced environment
- Ability to handle multiple work assignments, set priorities, and meet deadlines
- Strong organizational skills with close attention to detail
- Knowledge of popular software packages including Microsoft Office Suite
- Ability to represent FCMoD in a professional and positive manner at all times

### **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 effectively and concisely present information and respond to questions from different groups. Ability to read and interpret documents such as professional reports, relevant publications, applicable laws and regulations and procedure manuals. Ability to prepare and deliver effective reports, correspondence, and presentations.

### **SUPERVISORY RESPONSIBILITIES**

This position supervises Discovery Agents Leads, Discovery Agents, volunteers, interns, and work study students as well as directing other museum staff when needed to accomplish visitor experience priorities. This position reports to the Director of Community Connections.

### **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
- 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



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**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**

Valid 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, Director of Community Connections- [squist@fcmod.org](mailto: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