



## **KID Museum Director of Visitor Experience**

### **About KID Museum**

KID Museum is the region's pioneering experiential museum and educational makerspace. We empower the next generation with the skills to invent the future. Through hands-on programming for kids and youth (ages 4-14), we challenge young people to be active makers, who harness their creativity, curiosity and compassion to build a better world. We design and deliver programs across the full continuum of learning for kids in pre-k through middle school in partnership with educators and schools. Our onsite programs, community events, and live, virtual sessions encourage families to learn and explore together, engage kids in driving their own learning, and support educators in the classroom. We are deeply committed to diversity, equity, accessibility and inclusion, and consistently prioritize reaching underserved students of color with these transformative learning experiences that unlock opportunity for personal and economic growth.

Through deep, embedded learning partnerships with public and independent schools, we support students and teachers in developing new skills and the "mind of a maker." This philosophy embodies the mindset that we believe will be necessary for the next generation to successfully compete in an increasingly diverse, interconnected, and rapidly changing workforce, driven by technology.

We empower the next generation with the skills to invent the future, and the mindsets, habits, and skill-sets we teach are practical and powerful in everyday life. We are part of a growing movement to remake education for every young person, putting them in the driver's seat and trusting them to be agents of change. For more information, please visit [www.kid-museum.org](http://www.kid-museum.org)

### **Position Overview**

KID Museum is seeking a **Director of Visitor Experience** to lead and provide strategic direction for all aspects of the organization's visitor services and museum operations at two sites and satellite program locations. Reporting to the Chief Operating Officer, the Director of Visitor Experience serves as a strategic partner for strengthening and evolving the standards and best practices of a service-focused visitor experience in a growing, fast-paced non-profit organization, while supporting program registration and revenue goals.

The successful candidate will have a Bachelor's Degree in museum studies, hospitality and entertainment, education or nonprofit management, or equivalent work experience. 8+ years of related professional and progressive experience in a nonprofit visitor/public customer service operation required. 3 or more years of people management experience and/or leading project teams. Ability to thrive in a fast-paced, evolving organization is a must.

### **Essential Job Functions**

- Support the museum's strategic objectives of delivering extraordinary visitor experiences with a focus on deep engagement in making and innovative learning experiences for children, families, teachers and community partners.
- Assess, build, and lead the overall quality of the visitor experience and daily operations of KID Museum; develop and ensure that department systems, procedures and practices support effective operations while providing outstanding customer service and encouraging repeat visits.
- Support the Museum's diversity and inclusion best practices to ensure that all visitors feel respected, warmly welcomed, and comfortable in the museum.
- Oversee the strategy and execution of revenue-generating activities including birthday parties, memberships, and rentals; liaise with the Marketing and Communications department to drive promotion and sales of programs and admissions.
- Supervise the visitor services and volunteer program staff and liaise with program and advancement staff to ensure a seamless visitor experience for all program participants, funders, and other stakeholders.
- Collaborate with the facilities, exhibit, programs, security and maintenance staff and contractors to ensure exhibits are in excellent condition, and museum locations are visually appealing, well-maintained and secure.
- Maintain the efficacy and integrity of the Customer Relationship Management system, including admission and registration processing, birthday party bookings and visitor tracking and reporting.
- Regularly evaluate Museum operations and identify areas for improvement and growth.
- Maintain an emergency management plan for safety and evacuation of visitors and staff, and conduct regular related training for all Museum staff and volunteers.
- Lead the management and oversight of logistics related to parking, transportation, and wayfinding for all Museum guests.
- Oversee and build out apprentice and volunteer programs in partnership with the Program staff, creating a supplemental team who can provide hands-on assistance for after school classes, camps and weekend programming.
- Implement assessment of the visitor experience through evaluation of all aspects of Visitor Services to drive continued process refinement and improvement.
- Successfully complete other duties as assigned.

### **Minimum Qualifications**

- Strategic thinker and dynamic leader who demonstrates professionalism, resourcefulness, enthusiasm, and a customer focused approach.
- Possess excellent organizational skills and the ability to manage and prioritize multiple projects and timelines in a fast-paced environment.
- Self-motivated, forward-thinker with ability to work with minimal supervision.

- Strong written, verbal and oral presentation skills; ability to communicate effectively with the public, staff, vendors and contractors.
- Strong leadership, management, problem-solving and decision-making skills.
- Driven, energetic, highly collaborative and results oriented.
- High level of accountability and efficiency, especially while handling multiple tasks.
- Proficiency with Microsoft Suite, CRM platforms and Google Suite.
- Good research, planning, and organizational skills; strong work ethic and follow-through; and excellent attention to detail.
- Demonstrated commitment to the social sector, with an interest in and enthusiasm for museums and/or science education.
- Must be able to work a weekday and weekend schedule, including school vacation weeks, occasional evenings, and some holidays.
- Bilingual proficiency is preferred.

The successful candidate must be able to perform the above tasks independently, accurately, reliably, and in a timely manner. Compensation will be commensurate with experience. A comprehensive benefits package will also be included. Please send a cover letter and resume to [careers@kid-museum.org](mailto:careers@kid-museum.org) for consideration.

*Diversity, equity, accessibility and inclusion are important, interdependent components of everyday life at KID Museum and are critical to our pursuit of excellence. KID Museum is an equal opportunity employer and does not discriminate against any employee or applicant for employment based on race, color, religion, national origin, age, gender, sex, ancestry, citizenship status, mental or physical disability, genetic information, sexual orientation, veteran status, or military status.*