



KID Museum Director of Visitor Experience

About KID Museum

KID Museum is the nation's largest educational makerspace for youth. Our mission is to revolutionize how kids learn through the maker experience. Through hands-on programming and deep learning experiences, we empower youth with the creative problem-solving and STEM skills to invent the future. With a focus on engaging populations traditionally underrepresented in STEM, our programs aim to build economic opportunity and diversify the future talent pipeline.

Our vision is to become the standard of excellence for inclusive, impactful maker learning nationally, and a model for how to expand access to maker learning at scale. Our headquarters in the Washington, DC region serves as our innovation hub. In partnership with local school systems, government and philanthropic leaders, we design and deliver K-12 programs that produce results at scale in a large and diverse metropolitan region. We leverage the learnings from this learning lab to create resources, training, and technical support to expand high-impact maker learning nationally. For more information, please visit 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. Responsibilities include, but are not limited to, supporting 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; assessing, building, and leading the overall quality of the visitor experience and daily museum operations; and developing and ensuring that department systems, procedures and practices support effective visitor operations while providing outstanding customer service and encouraging repeat visits. The incumbent will also support the Museum's

diversity and inclusion best practices to ensure that all visitors feel respected, warmly welcomed, and comfortable in the museum.

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 needed. Ability to thrive in a fast-paced, evolving organization is a must. Bilingual proficiency is a plus.

The candidate must be able to perform the role 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 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.