



Museum Supervisor

Department: 1127

FLSA Status: Exempt

Grade/Level: Regular

Job Type: Tuesday – Saturday
Occasional Sundays, Hours vary

Job Status: Full Time

Reports To: Director of Education

Amount of Travel Required: Minimal

Positions Supervised: Discovery Leaders
& Adult Volunteers/ Cranium Cadets

POSITION SUMMARY

Responsible for creating and facilitating highly effective engagement of visitors at the Avampato Discovery Museum through personal staff interaction and consistently high customer service. The Museum Supervisor is a key member of the education team responsible for coordinating effectively trained staff and volunteer resources to provide an exceptional experience for all visitors to the Avampato Discovery Museum.

Essential Functions Statement(s)

Visitor Interactions

1. Facilitate visitor's usage of exhibits, access to galleries and participation in workshops and special programs.
2. Welcome and coordinate daily visiting group tours to ensure scheduled activities flow smoothly and each group receives exceptional service.
3. Coordinate Discovery Leaders to assist with group tour check-in, orientation and guidance throughout the facility.
4. Coordinate Discovery Leader and volunteer trainings to ensure staff and volunteers have the tools and resources required to make visitor interactions a top priority.
5. Maintain a consistent presence on the gallery floor to ensure staff and volunteers are providing an outstanding guest experience.

Staff and Volunteer Coordination

Discovery Leaders

1. Hire, train and supervise Discovery Leaders.
2. Coordinate all Discovery Leader activities, monthly schedules, staffing levels, budgets, performance evaluations, etc.
3. Set objectives and tasks for Discovery Leaders that will result in a high level of customer service and exceptional engagement throughout the Museum.
4. Coordinate trainings for program presentation, birthday parties, etc. with appropriate Education Team member(s).

Volunteers

5. Recruit and supervise adult volunteers and Cranium Cadets.
6. Conduct volunteer orientations and set clear objectives and expectations.

7. Set volunteer schedules, budgets and daily Museum activities.
8. Organize trainings to ensure volunteers assist in providing exceptional visitor experiences.
9. Maintain an up to date volunteer handbook and other relevant resources.

Other duties as assigned

POSITION QUALIFICATIONS

Competency Statement(s)

Accuracy - Ability to perform work accurately and thoroughly.

Ambition - The drive to achieve personal advancement.

Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.

Business Acumen - Ability to grasp and understand business concepts and issues.

Communication, Oral - Ability to communicate effectively with others using the spoken word.

Communication, Written - Ability to communicate in writing clearly and concisely.

Consensus Building - Ability to bring about group solidarity to achieve a goal.

Creative - Ability to think in such a way as to produce a new concept or idea.

Customer Oriented - Ability to take care of the customers' needs while following company procedures.

Decision Making - Ability to make critical decisions while following company procedures.

Detail Oriented - Ability to pay attention to the minute details of a project or task.

Energetic - Ability to work at a sustained pace and produce quality work.

Enthusiastic - Ability to bring energy to the performance of a task.

Financial Aptitude - Ability to understand and explain economic and accounting information, prepare and manage budgets, and make sound long-term investment decisions.

Friendly - Ability to exhibit a cheerful demeanor toward others.

Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.

Interpersonal - Ability to get along well with a variety of personalities and individuals.

Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability.

Organized - Possessing the trait of being organized or following a systematic method of performing a task.

Management Skills - Ability to organize and direct oneself and effectively supervise others.

Persistence - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.

Persuasive - Ability to influence others to change position or to adopt a specific point of view.

Relationship Building - Ability to effectively build relationships with customers and co-workers.

SKILLS & ABILITIES

Education: Bachelor's Degree (four year college or technical school): Preferred

Experience: Experience in public interaction and presentation with an ability to connect with the general public and diverse age groups. Passion for visitor services and providing unique and engaging visitor experiences

Computer Skills: Proficiency in MS Word, Excel, Outlook, and PowerPoint.

Other Requirements: Strong verbal communication skills; Strong interpersonal skills; Excellent organizational skills; Must be able to lift and move objects up to 25 pounds in weight; Ability to solve problems on the spot; Ability to maintain a calm demeanor in stressful situations.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Stand	F	10 lbs or less	F
Walk	F	11-20 lbs	F
Sit	O	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	N
Grasp	F	Over 100 lbs	N
Reach Outward	F		
Reach Above Shoulder	F		
Speak	F		

Push/Pull

Climb	O	12 lbs or less	F
Crawl	O	13-25 lbs	O
Squat or Kneel	F	26-40 lbs	N
Bend	F	41-100 lbs	N

WORK ENVIRONMENT

Indoors-Climature Controlled

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Employee Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.