



National Law Enforcement Museum Job Description

Position:	Assistant Visitor Services Manager
Incumbent:	Open
Reports to:	Visitor Services Manager
Direct Reports:	None

The Visitor Services Department oversees Museum admission, visitor entrance and group check in. The Assistant Visitor Services Manager assists the Visitor Services Manager in all logistical matters related to the visitor experience.

Primary Areas of Responsibility:

- Supervises Visitor Services Department, including staff, in the absence of the Visitor Services Manager.
- Ensures all staff provides excellent customer service.
- Assists in the recruiting, interviewing and training of Visitor Services Associates.
- Greets guests in a welcoming manner and applies outstanding service to all internal and external customers each work day.
- Sells admission tickets, Museum memberships, and fulfills will call tickets; upgrades sales whenever possible and ask point-of-sale survey questions when necessary.
- Scans tickets at Exhibit Entry area.
- Provides accurate and helpful responses to guest questions by staying informed on NLEM discounts, coupons, promotions, and events.
- Responds calmly and professionally to guest concerns and complaints by taking corrective actions by policy or procedure or to refer them to supervision when needed.
- Operates point-of-sale computer register and is able to process all transactions efficiently.
- Handles large amounts of cash and credit card transactions accurately and ethically.
- Performs all daily opening, operating, and closing procedures within established guidelines, including reconciling daily deposits, completing paperwork neatly and accurately, and balancing register at end of shift.
- Secures register throughout shift.
- Adheres to all NLEM policies and procedures.
- Demonstrates proven critical thinking and problem solving skills.
- Communicates effectively with guests, volunteers, admissions and other staff, as well as Museum management and VIP visitors.

- Maintains the highest standards of safety possible while providing a safe, fun, and clean environment.
- Performs other duties as assigned.
- Ensures that selling areas are maintained in a well-stocked, neat and orderly fashion.
- Establishes and maintains positive and effective working relationships with all levels of staff as well as diverse volunteers, donors, community partners, vendors and others.
- Other duties as assigned.

Knowledge/Skills/Abilities:

- Minimum high school diploma. College degree preferred.
- Customer Service and supervisory experience required.
- Strong leadership skills required.
- Experience with cash management procedures and proficiency with Point of Sale software required (Prefer experience with Blackbaud Altru).
- Demonstrated ability to work with individuals from a wide variety of ethnic, cultural and economic backgrounds.
- Must be able to stand and/or sit for extended periods of time. Must be able to lift and carry up to 35 pounds.
- Will be required to take a prehire skills test.

Working Conditions:

- Some weekends required. Must be able to lift up to 35 pounds. Position requires frequent, sustained periods of sitting, as well as standing and movement. Position will involve an increased workload during the National Police Week and during the build and launch of the Museum.