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Job Description
Weekend Floor Manager

Effective: August 2015
Position Description: Weekend Floor Manager
Reporting to: Manager of Visitor Services
Vice President of Programs and Exhibits

Position Objective:

The Weekend Floor Manager is responsible for leading and actively supporting Visitor Services and Facilities/Security staff in executing the museum's day-to-day operations. Weekend Floor Managers supervise Visitor Services and Security staff and work to ensure the smooth running of the museum's daily scheduled programs and activities, rentals and gallery experience for patrons. The Weekend Floor Manager may also work closely with the Vice President of Programs and Exhibits to assist in the development of public programs.

Weekend Floor Managers may be requested to cover shifts at our St. George location or during special events that fall outside of the regular working hours.

Saturday 9:30am-5:00pm **Sunday** 11:30am-5:00pm

Primary location: Staten Island Museum at Snug Harbor
1000 Richmond Terrace, Building A

Responsibilities:

- Support Visitor Services and Facilities/Security in providing a welcoming environment for all patrons
- Provide optimal representation for the Staten Island Museum when interfacing with all visitors and program staff
- Identify problems and provide solutions for operations, staffing and program issues that arise during the work shift.
- Maintain contact with senior staff for additional support with problem solving as needed
- Upon completion of training, utilize the point of sale system (Altru) for ticket and merchandise sales and reporting
- Facilitate museum based workshops and tours
- Provide task support for other departments as needed
- Mentor volunteers, docents and staff by building professional standards and developing instructional skills that are instrumental in leading the Museum's education programs
- Keep current regarding museum programs and news (familiarity with calendar, SIM Program Meeting minutes and supplemental exhibit material and/or training)
- Provide tours of museum spaces to satisfy rental inquiries
- Provide audio/visual support for museum programs and rentals requiring special services
- Provide hospitality for museum programs and rentals requiring special services

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- Maintain ongoing communication with all departments as needed
- At the end of the work shift, submit daily activity reports (via e-mail) which will include visitor attendance, sales and other items of importance to the Manager of Visitor Services, Director of Programs and Exhibits and the Director of Facilities

Requirements:

- Excellent written, verbal and interpersonal skills
- Excellent problem solving and organizational skills
- Friendly demeanor
- Comfortable with public speaking
- Teaching experience preferred
- Work cooperatively within a small, creative team environment
- Computer literate (MS Word, Excel, etc.) Training in Altru provided
- Able to lift 25 lbs
- Must hold a valid driver's license
- Bachelor's degree in Education or Museum Studies. Other degrees considered
- Availability on weekends, holidays and special events required.

Hourly rate: 12.50

No calls please.

Contact:

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Manager of Visitor Services
Staten Island Museum

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