



Job Description

Weekend Floor Manager

Effective: September 2021 (COVID-19 Operations)
Position Description: Weekend Floor Manager
Reporting to: Manager of Visitor Services

Position Objective:

Provide leadership for the Visitor Services, Security and Facilities teams during COVID-19 operating hours and when regular operations resume. Floor Manager may be asked to provide coverage for the Manager of Visitor Services on Saturdays.

During the COVID-19 Pandemic, the Floor Manager has the additional responsibility of ensuring the health and safety of all stakeholders during operating hours by following policies and protocols established by museum leadership and the Reopening Task Force.

Operating Hours Friday, Saturday and Sunday 11:00am-5:00pm

Floor Manager Shift Sunday 10:30am-5:30pm On call for Saturday 10:30am-5:30pm

Responsibilities:

- Provide optimal representation and serve as a brand ambassador for the Staten Island Museum when interfacing with all visitors (and stakeholders in general).
- Follow all COVID-19 operating policies ensuring staff, security and visitor adherence.
- Support Visitor Services, Facilities and Security in providing a welcoming and safe environment for all patrons.
- Identify and report problems to supervisor including COVID-19 operations infractions or deficiencies; follow resolution steps provided by operating guidelines. Provide solutions for staffing and other issues that arise during the workshift.
- Maintain contact with supervisor and senior staff as necessary 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 when in person programming resumes.
- 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.
- Stay current on virtual museum programs and news (familiarity with calendar and supplemental exhibit material and/or training).
- Provide tours of museum spaces to satisfy rental inquiries when regular operations resume.
- Provide audio/visual support for museum programs and rentals requiring special services when regular operations resume.

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- Provide hospitality for museum programs and rentals requiring special services when regular operations resume. Maintain communication with all departments as needed.
- At the end of the work shift, submit daily activity reports which include visitor attendance, sales, COVID-19 operations and other items of importance to the Manager of Visitor Services, Administration, Programs, and Facilities.

Requirements:

- Completion of self-guided and in-person COVID-19 operations training
- Excellent written, verbal and interpersonal skills
- Excellent problem solving and organizational skills
- Excellent people skills
- Friendly demeanor
- Comfortable with public speaking
- Teaching experience preferred
- Work cooperatively within a small, creative team environment
- Computer literate (MS Word, Excel, etc.). Powerpoint and Photoshop experience helpful.
- Point of Sale experience a plus – training provided on museum’s web based platform
- Training in Altru provided
- Able to lift 25 lbs
- Must hold a valid driver’s license
- Bachelor’s degree in Education or Museum Studies preferred
- Availability on weekends, holidays and special events required when regular operations resume
- Professional references required.

Commitment to Diversity, Equity and Inclusion in Hiring and Employment Practices

The Staten Island Museum (SIM) values, celebrates and commits to fostering diversity, equity and inclusion. SIM believes building an inclusive and equitable environment is an ongoing, active process that requires constant and deliberate mindfulness and attention. Through policies, procedures and programs, the Staten Island Museum values and seeks the strengths of human variety in race, ethnicity, culture, language, religion, gender, gender fluidity, sexual orientation, family structure, personal beliefs, age, ability, veteran status, socioeconomic status, immigration status, geography and country of origin. Across communities, in programming, with staff, trustees, volunteers, artists and visitors, SIM persistently strives to build a culture of diversity of voice and representation, authentically inclusive spaces and equity for all.

Hourly rate: \$20.00

No calls please.

Contact:

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