Connecticut Science Center
Visitor Experience Supervisor

Job Title: Visitor Experience Supervisor
FLSA: Exempt, Full-Time (40 hours a week)
Reports To: Director of Visitor Services

Summary of Key Responsibilities:
Responsibilities include, but are not limited to the following:

- Oversees the quality of the daily Visitor Experience in the exhibit galleries. Works closely and collaboratively with the Vice President of Operations, Exhibits, Custodial, Facilities, Security and Marketing Departments to own the Visitor Services based Quality Control initiatives related to exhibit readiness, status of consumables, cleanliness, signage, and staff presence.
- Coaches Visitor Services staff in the delivery of exceptional Personally Facilitated Experiences (PFE’s.) Finds new ways to help staff engage with visitors to help enhance the quality of their experiences with and increase the frequency of visitor interactions.
- Moves throughout assigned exhibit galleries pro-actively assisting visitor with questions, and interacting with them regarding the way-finding, behavioral expectations, exhibits and associated educational content. Manages visitor flow within the galleries, giving special attention to matters of health and safety of the visitors, other staff members, the exhibits, and the facility.
- Assists in the processing and procedures involved in school and youth group visitation including, but not limited to logistics, processing, safety, soft security, with special emphasis on assisting Security team with group departures. Finds creative ways for staff to better manage challenging group visitation days to ensure the quality of experience for all guests at all times.
- Performs active, hands-on supervisory role at Ticketing. With “back-of house” systems and business practice knowledge, this position will not only set up/troubleshoot ticketing area issues (both system and customer related), but will also efficiently and effectively, process visitors from all Visitor Services sales stations and points of entry using the POS ticketing system and portable electronic devices as needed. Responsible for workstation reconciliation and ticket sales.
- Trains and supervises Visitor Services Attendants. Knowledgeable in all aspects of the Ticketing Area and Visitor Services department. Able to troubleshoot any computer and customer issues and create good resolutions to issues and problems. Assist other team members with any needs.
- Working closely with the Director and Vice President, takes a lead role in the institutional effort to actively and continuously solicit and record visitor feedback, suggestions, complaints, and compliments about their experiences at the Science Center. Facilitates in all survey collection and feedback mechanisms, trains and coaches staff in the initiative and accurately follows protocols and reporting needs.
- Actively participates in a culture of continuous improvements suggesting ways to respond to visitor needs.
- Performs other duties as necessary.
Qualifications & Special Requirements

- Must have some college training/experience. A BS or BA is highly preferred
- Must have some experience coaching, managing and training staff members
- High energy, enthusiastic, customer-centered acumen is essential. Must possess superior interpersonal and communications skills, as well as the ability to work with the public which requires a high degree of patience and the ability to maintain a calm exterior during periods of high volume, high stress, or unusual events.
- Proven ability to work comfortably and efficiently with computers, registers, and other electronic processing equipment.
- Must possess the ability to accurately and responsibly work with cash, change, credit cards, and other financial processes at a point of sale.
- Requires weekends, holidays, and some evening hours.
- Ability to stand for extended periods of time (minimum of 4 hours).

Physical Requirements

- Significant periods of standing, walking, stooping, pushing, kneeling or crouching.
- Reaching with hands and arms.
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Repetitive moment of hands and fingers – typing and/or writing.

Qualified applicants will go through an application process, interview process and must successfully complete a background check.

To apply, send a cover letter and resume to HR@CTScienceCenter.org and please reference “Visitor Experience Supervisor” in the subject line by November 29, 2019.

The Connecticut Science Center is an Equal Opportunity Employer