

## Museum Manager Job Description

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### Job Summary:

The Museum Manager is a leadership position overseeing staffing and operations at CLMA's location at the Historic Claremont Train Depot. This includes supervising/scheduling Museum Associates, managing the Museum Gift Shop, monitoring facilities, assisting with events, and participating in leadership planning.

Museum Associates are stewards of the visitor's experience. They serve as an enthusiastic, welcoming, and approachable presence throughout the museum as they support wayfinding and access to resources, promote public programs and events, provide general information about the collections and special exhibitions, help keep the art safe from damage, assist in ensuring the safety of museum visitors, and share information that provides the best possible experience at the museum for all audiences.

The Museum Manager will also serve in these capacities during public hours.

### Essential Responsibilities:

- Demonstrate the highest level of customer service, remaining professional, personable, and engaging to all museum visitors.
- Schedule Museum Associates and update schedules.
- Act as coordinator between Museum Associates and the Executive Director.
- Attend all mandatory department meetings/trainings.
- Update the Museum Associates training manual and procedures.
- Train new hires after their initial onboarding.
- Oversee Gift Shop presentation, inventory, and sales.
- Work with artists and vendors to develop and acquire items for the Gift Shop
- Collect admission fees and process gift shop transactions using the cash register and sales management system.
- Ensure that our visitor experience aligns with the museum's brand and mission.
- General museum administration, including answering the phone during shift.
- Keep track of visitor attendance statistics.
- Remain knowledgeable about CLMA's exhibitions, permanent collection, public programs and events, museum resources, and Claremont arts and culture opportunities, and promote all to visitors.
- Protect the artwork by continuously observing visitors' behavior while circulating specific areas or galleries, including monitoring for restricted items and touching of art.

- Ensure that visitors follow museum policies regarding food or drink in the galleries, photography of artwork, and current health guidelines (if applicable).
- Promote museum membership; understand any special promotions and changes.
- Oversee Museum staff during special events, performances, opening receptions, public programs, and other programs as assigned.
- Respond quickly and calmly to emergencies and assist others in the event of an emergency.
- Opening and closing the museum and setting the alarm.
- Restocking bathroom supplies, daily maintenance of gallery spaces.
- Ability to establish and maintain positive and professional working relationships with staff, volunteers, and members of the public.
- Perform other duties as assigned.

### **Skills, Knowledge, Character**

- Ability to exercise composure and diplomacy at all times; demonstrate creative problem-solving and conflict resolution skills.
- Demonstrates an understanding of protocol and sensitivity to cultural diversity needs.
- Shows knowledge of visitor service principles, practices and procedures. Commitment to learning about the Museum/art history.
- Acts as a team player who works well with others and shows courtesy and respect to colleagues.
- Has strong people skills, including diplomacy and empathy.
- Has exceptional verbal and communication skills with the ability to communicate effectively in English both orally and in writing.
- Spanish language skills are beneficial.
- Comfortable with technology.
- Demonstrates a passion and appreciation for art and willingness to share it with the public.
- Capable of working in a fast-paced environment and interfacing effectively with visitors while remaining calm and effective during high-traffic times and alert during slower times.
- Willing to assume responsibility and show leadership to staff and volunteers.
- A cheerful, positive attitude, confident when approaching guests and families.

### **Qualifications**

- Minimum 2 years of front-line customer service experience required; museum or cultural organization experience preferred.
- High school education, GED, or equivalent.

### **Work Environment**

The work environmental characteristics described here are representative of those that the Museum Manager will encounter while performing the essential functions of the role:

- Climate-controlled art museum with display galleries, museum shop, and other non-public spaces. Work is performed primarily indoors and occasionally outdoors in lobbies, art galleries, public and private offices, and storage areas.
- While performing the duties of this job, the employee is frequently required to receive oral and written instructions in English and to clearly communicate in English in person, over the telephone, through email, and through other electronic means.
- The employee is required to move about their work area, between galleries, and stand and/or sit for extended periods of time.
- The employee is occasionally required to lift, drag and/or move up to 15 pounds unassisted. The employee is required to visually or otherwise identify, observe, and assess.
- Reasonable accommodation may be made to enable qualified individuals with a disability to perform the essential functions to the extent they may do so without undue hardship. The term “qualified individual with a disability” means an individual who, with or without reasonable accommodation, can perform the essential functions of the position.

#### **Schedule/Benefits:**

This is a 20 hour per week non-exempt position with 40 hours of sick time per year. The pay rate is \$20/hr. This position staffs the Museum during normal public hours with occasional after-hours programs and events.

#### **Weekly Schedule:**

Thursdays: 11:30am - 4:00pm

Fridays: 11:30am - 7:00pm

Saturdays: 11:30am - 4:00pm

Possible Sunday shifts between 10:am - 4:00pm

Additional hours for events and meetings such as monthly Art Walk (1st Saturdays, 6pm-9pm), receptions, special events, etc.

Reports to: Director