VISITOR SERVICES MANAGER (FULL-TIME/EXEMPT)

Under the direction of the Director of Programs & Visitor Experience, the Visitor Services Manager (VSM) is responsible for overseeing Visitor Center operations to ensure a high quality, educational, and enjoyable experience for individuals and groups taking tours or otherwise experiencing the Harriet Beecher Stowe Center. The VSM collaborates and communicates at a variety of levels within the organization and externally interacting with visitors and other stakeholders. The VSM manages and oversees a range of operations in the Visitor Center, the staff working in the VC, and the operations relative to organization-wide priorities. The VSM reports to the Director of Programs & Visitor Experience.

This position works in the Visitor Center 5 days a week with hours determined by the open hours of the museum as well as special events. The schedule is Sundays through Thursdays and some special events.

BROAD RESPONSIBILITIES:

- Play a leadership role in assisting the Director of Programs & Visitor Experience in right sizing the tour staffing model and Visitor Center operations in general.
- Schedule staff for regular tours, school tours, and special event tours such as Stowe’s Birthday/CT Open House and public programs.
- Schedule adult and youth group tours.
- Research and develop markets, coordinate, and manage all logistics and billing for Group Tours (exempting k-12/college field trips).
- As directed by supervisor, train Museum Associates giving tours, including training that supports membership development.
- Oversee quality controls and manage customer service when Director of Programs & Visitor Experience is not present.
- Manage the gift shop as directed.
- Provide special tours and regular tours as schedule allows or requires.
- Support requests from the business office, collections, development, marketing etc.
- Manage, track and analyze information and data to support planning, budgeting and financial management of staffing and resources.

General Management & Staff Supervision

- Train, supervise, and evaluate, in collaboration with the Director of Program & Visitor Services, VC staff that report to the VSM.
- Keep VC staff informed and up-to-date on HBSC operations and changes – internal and external.

To apply for this position, submit a cover letter and resume through Indeed.com
• Create daily schedule for tours, and rotation. Schedule VC staff for tours, school, and offsite programs.
• Be accessible should problems arise when off-site.
• Ensure high quality customer service. Serve as point of contact for any escalated visitor complaints or concerns when Director of Programs and Visitor Experience is not available.
• Take appropriate action where necessary regarding access or safety issues.

Program Support
• Work with Director of Programs & Visitor Experience and other program staff to plan, implement, and staff programs.
• Facilitate tours and school programs with staffing and VC logistics; staff/present offsite programs.

Administration and Systems Support
• Ensure VC runs smoothly—address business operations; security and technology policies; opening and closing the Center
• Manage ticketing/museum management software (Altru).
• Manage security contractors when Director of Programs & Visitor Experience is not available.
• Support group sales with reservation processing, scheduling, staffing.
• Monitor and assess gift shop, including profit and loss performance and inventory management.

Budget and Financial Management
• Assist Director of Programs & Visitor Experience in developing and monitoring annual VC budget.
• Prepare bank deposits and approve timesheets for direct reports.

Marketing and Development
• Support writing of social media posts around VC activities to encourage visitation.
• Lead museum membership promotion and other fundraising initiatives conducted in the VC.

Other duties as assigned.

QUALIFICATIONS AND PROFESSIONAL COMPETENCIES
• Minimum three (3) years relevant experience, including supervisory experience. B.A. degree preferred.
• Effective communicator (verbal, written) and be a good listener. Must be able to hear other people out – and call in folks with different viewpoints.
• Be a problem solver and support to staff reports.
• Must have high emotional intelligence, emotional capacity and the ability to introduce and discuss controversial issues appropriately with visitors.
• Critical thinking and analysis skills.
Must be flexible, adaptive, have good judgement, commitment to HBSC mission, exhibit grace under pressure, positive attitude, and honesty, strong oral and written communication, have ability to produce and analyze data, strong interpersonal skills, knowledge and interest in history, commitment to social justice, diversity, and inclusion.

**ORGANIZATION DESCRIPTION:**
The Harriet Beecher Stowe Center preserves and interprets Stowe's Hartford home and the Center's historic collections, promotes vibrant discussion of her life and work, and inspires commitment to social justice and positive change. As an international heritage tourism site, museum, program center, and research library, HBSC welcomes visitors from all 50 states and 20 countries. The Center is a non-traditional museum where visitors connect the past to the present by discussing 19th century issues that resonate today. Stowe’s 1871 home is a National Historic Landmark and the Stowe Center is accredited by the American Alliance of Museums.

Harriet Beecher Stowe (1811-1896) published more than 30 books and wrote extensively about issues pertaining to racism, women and gender, class, and domestic life. Her best-selling anti-slavery novel, *Uncle Tom's Cabin*, is complicated and controversial. It galvanized public sentiment about abolition, but its title character is more closely associated today with a term for a race traitor.

The inequities Stowe wrote about persist and provide the foundation for the Stowe Center’s programming.

**Salary: $40,000 - $50,000, plus benefits package.**

*The Stowe Center is committed to affirmative action, equal opportunity and the diversity of its staff. The Harriet Beecher Stowe Center is an equal opportunity employer. Women, members of protected classes, and individuals with disabilities are encouraged to apply.*