

# Job Announcement

## Senior Visitor Services Manager

### Position Summary

NMWA's Senior Visitor Services Manager is responsible for creating a welcoming, customer-focused experience for visitors. This person works collaboratively with relevant museum departments to create an organized, consistent, positive, and impactful experience for visitors, donors, and program attendees. A passion for working with the public and for the museum's mission is essential.

This position requires occasional evening and weekend responsibilities.

This position reports to the Director of Operations and has seven direct reports.

### Responsibilities

- Oversee implementation and revisions for Visitor Services Plan, to include innovative ways to enhance the visitor experience.
- Create and update training materials and oversee hiring and training of Visitor Services staff.
- Stay aware and informed of events and activities at the museum on a daily basis, ensuring the latest information is shared among the Visitor Services team.
- Support the museum's commitment to diversity, equity, accessibility, and inclusion (DEAI), e.g. serve on staff working groups, participate in staff training, field and accommodate visitors' accessibility requests, and apply DEAI best practices to programs and resources for online and in-person visitors.
- Manage the customer service performance of Visitor Services staff.
- Monitor and assist in the professional development of Visitor Services Associates.
- Collaborate with Development team to develop meet/greet strategies for members/donors, and on ways to turn visitors into members and donors.
- Administer NMWA's Tessitura ticketing system, including overseeing admissions, setting up timed ticketing and program registration, monitoring sales, handling sale reports and dashboards, and communicating registration results to relevant departments.
- Coordinate messaging regarding Visitor Services announcements on the website, social media, and email.
- Ensure all visitor-facing staff, including Security, Shop, and Office Assistant have the necessary information about exhibitions and programs to answer questions from visitors.
- Maintain wayfinding and other informational signage throughout the building, both digital and printed.
- Working with the Director of Operations, create and oversee yearly Visitor Services departmental budget, including yearly revenue and attendance goals for daily admission.

## Qualifications

This position requires a B.A. or comparable experience in hospitality, communications, diplomacy, or other service- or visitor engagement-related field. The successful candidate will demonstrate the following skills/experience:

- Experience in customer service-focused setting; previous customer service experience in a museum or arts organization setting preferred.
- Capacity to lead others and maturity to work with different types of customers and museum departments.
- Strong interest in the museum's mission and programming.
- Commitment to diversity, equity, accessibility, and inclusion (DEAI); knowledge of DEAI best practices and experience applying them in a visitor experience, customer service, or similar context.
- Experience administering ticketing, donor, events, and point-of-sale software; previous experience with Tessitura Network a plus.
- High level of comfort with learning new technologies and assisting others with the museum's technology.
- Interest in or knowledge of art history and the visual arts.
- Foreign language and/or American Sign Language fluency a plus.

If much of this job description describes you, then you are highly encouraged to apply for this role, even if you don't meet 100% of the qualifications. We recognize that it is highly unlikely for an applicant to meet 100% of the qualifications for a given role, and that every candidate brings unique experience and qualifications to a role. We are excited to meet you!

## Compensation

The salary range for this position is \$73,000 to \$78,000 annually plus a benefits package.

## How to Apply

Please apply through NMWA's online job application at <http://jobs.localjobnetwork.com/j/81568788>  
To request accommodations in the application or hiring process, please notify NMWA's Human Resources department at [hr@nmwa.org](mailto:hr@nmwa.org).

The National Museum of Women in the Arts is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by federal, state, or local laws.

To comply with tax and legal obligations all candidates must reside in Washington, D.C., Maryland, or Virginia. Candidates must be legally eligible to work in the U.S. without visa sponsorship by NMWA.