



JOB POSTING

Position: Visitor Services Manager
Reports to: Director of Finance
Department: Museum Business Services
Position Type: Full-time, Salaried, Exempt
Salary Range: \$38,000 - \$45,000
Benefits: Eligible

Summary of Position

TAM seeks an energetic and approachable manager to oversee operations of the admissions desk, gallery security and supervise Museum Business Services staff members. The Museum Business Services Manager works closely with the other staff to coordinate daily operation of the public museum spaces. Collaboration with all departments is essential.

In addition to the qualifications detailed below, the ideal candidate possesses an enthusiastic and amiable demeanor, exceptional patience, and the ability to respond dynamically to unexpected changes in operations and programming, to maintain a positive attitude under stress, and to proactively problem-solve resolution of visitor issues.

Key Responsibilities

- Trains, supports and evaluates MBS staff and works with HR to interview and hire new staff as needed.
- Oversees master MBS staffing schedule (goal month out), coordinating breaks and other outages, and filling in as needed.
- Maintains presentation of lobby and entire public spaces. Performs and delegates cleaning duties and upkeep of the museums' public spaces.
- Works closely with security and other team members to assess safety and security concerns as they arise throughout the galleries and public spaces, responding or escalating issues in a timely manner.
- Maintains consistent training and support of the Altru CRM/POS system specific to front line staff users.
- Prepares and maintains attendance reports
- Provides excellent customer service to ensure that all visitors have a positive museum experience.

Qualifications

- Customer service, retail experience with at least two years supervisory experience.
- Solid organization and problem-solving skills.
- Commitment to team approach and ability to collaborate openly.
- Proficiency with Microsoft Office Suite (Outlook, Excel, Word, and Publisher) and familiarity with computer systems.
- Excellent communication skills (written, oral, visual).
- Must be able to work evening and weekend hours when necessary.

Travel, Working Conditions, and Physical Environment

The essential physical requirements of this position include:

- Ability to lift objects (up to 25 pounds) and perform other similar actions during the course of the workday.
- Continuously exchanges information through listening and talking with staff, volunteers and individuals in the community.
- Some work may be occasionally performed outside where employee is subject to adverse weather conditions.

To Apply

- Please email a succinct cover letter and resume to HR@TacomaArtMuseum.org.
- Include "MBS Manager: First Name Last Name" in subject line.
- No phone inquiries, please.

Resume review will begin immediately. Position is open until filled.

Tacoma Art Museum is an Equal Opportunity Employer

Tacoma Art Museum strongly encourages applicants from members of groups underrepresented in careers related to museums and the visual arts.

About Tacoma Art Museum

Tacoma Art Museum is a public-spirited institution that champions a dynamic and complex approach to exhibitions. The museum's passionate staff are driven by the mission of connecting people through art, empowering visitors to create meaning with artworks through innovative interpretive and programming strategies. Named by USA Today as one of the "Top 10 Great Places to See Art in Smaller Cities," the museum has developed a reputation for presenting art in a thought-provoking yet accessible manner with a strong commitment to Northwest art.

Founded in 1935, TAM has strong roots in the community. Along with five other nearby museums and neighboring University of Washington at Tacoma, TAM anchors Tacoma's lively downtown core.

About Tacoma

Located in the beautiful Pacific Northwest, Tacoma is known as the City of Destiny, a city that has always marched to the beat of its own drum. Close enough to Seattle to take advantage of everything a major metropolis offers, Tacoma is its own distinctly unique and actively engaged community with a clear love of the arts.

Diverse individuals and families continue to invest in Tacoma for its charming historic neighborhoods, schools, parks, waterfront, and amenities. You'll find the beaches and forests of Puget Sound ideal to bike, run, hike, and paddle – including the nearby Mount Rainier. In addition to sports, theater and other cultural offerings, Tacoma is home to a growing restaurant and pub scene that's made national press. The thriving Tacoma Museum District lines the downtown core and showcases some of the nation's best collections. Tacoma is a great place to call home.