

The Whitney Plantation opened to the public in December of 2014 and serves over 50,000 visitors per year. As a site of memory and consciousness, the Whitney Plantation brings honor to the Africans and their descendants who were enslaved on this plantation from 1752-1865. The Whitney Plantation seeks a passionate and motivated manager of visitor services to help our museum grow in its third year of operations. Qualified applicants will be customer-service oriented and skilled at problem-solving and addressing issues and concerns head-on. Under the direction of the Director of Museum Operations, the manager of visitor services leads visitor services staff and tour guides in providing an excellent first impression of the institution.

### Responsibilities

- Lead the day-to-day operations of the front desk, ensuring that all visitors are promptly and courteously greeted and cared for. Open the museum in the mornings and coordinate with other visitor services staff to close the museum in the evenings.
- Work at the front desk a minimum of two days per week.
- Develop and implement training procedures for front desk staff and tour guides, including writing and editing training manuals and leading regular staff meetings.
- With the Director of Museum Operations, interview, hire, and supervise all tour guides.
- Perform audits of tours and ensure that the museum's mission and rules are being fulfilled by the tour guides.
- With the Director of Museum Operations, recruit, interview, hire and supervise cashiers
- Ensure a prompt and timely schedule of tours daily by making sure all tours start and end on time.
- Coordinate with the Group Sales and Education Coordinator to create staff schedules, accommodating all regular tours, bus tours, and school groups.
- Maintain procedures for the museum's POS and ticketing system (Shopkeep POS); Make recommendations for streamlining and upgrading software and systems; handle customer concerns; communicate with the POS provider and banks to address concerns as necessary.
- Open the front desk registers in the morning and close them at the end of the shift, ensuring the drawers balance.
- Coordinate with all tour companies, including scheduling and billing. Participate in initial walk-throughs with new tour companies and seek out new leads for regular bus tours.
- Coordinate regular trainings and enrichment events for staff and tour guides, a minimum of 4 per year.
- Maintain and analyze visitor data, including the front desk sign-in sheet. Implement new strategies to collect visitor data and generate quarterly reports of visitation
- Make recommendations to the Director of Communications and Marketing for new marketing and advertising strategies
- Develop and implement safety and emergency protocols
- Perform ordering for the visitor center, including concessions, janitorial supplies, visitor tags and lanyards, and gift shop supplies. Communicate with the Director of Museum Operations and the Visitor Services and Outreach Coordinator to appropriately order items for the gift shop as needed.

- Develop and implement a volunteer program within the first year of hire
- Develop and maintain relationships with concierge organizations in New Orleans and Baton Rouge
- Regularly read publications from AAM and other professional organizations, distributing new procedures and knowledge to the guides and other staff as necessary
- Keep up to date on best practices and new trends in the museum field. Network with other museum visitor services staff to bring new ideas to Whitney Plantation and keep the operation up to date and professional.
- Perform other duties as assigned
- After-hours work and weekend work should be expected.
- This position has a Tuesday through Saturday work week.

### Reporting

This position reports to the Director of Museum Operations.

Direct reports are tour guides and cashiers. (approximately 10-12 part-time staff)

### Job Requirements

- BA in arts administration, nonprofit management, history, public history, museum studies, or a related field
- 2-3 years' museum experience, at least one of which should be in some managerial capacity
- 1-3 years' customer service experience
- Previous experience working in visitor services in a museum or arts organization; demonstrated knowledge of best practices and procedures.
- Demonstrated financial and record-keeping skills, excellent written communication skills
- Experience with POS systems, visitor tracking systems, macintosh computers and ipads
- Ability to stay calm and work effectively in a fast-paced environment, resolving customer complaints and concerns as necessary
- Excellent communication skills; the ability to professionally and courteously resolve staff concerns and maintain staff cohesion. Exercise tact and diplomacy in all interactions with staff. Experience working with tour guides and front-line staff highly desirable.
- Experience training and supervising staff or volunteers highly desirable
- Must be able to work and communicate with people of diverse backgrounds and cultures with respect and care.

Submit resumé and cover letter to: Ashley Rogers, Director of Museum Operations