

## Position Opening

**POSITION:** Visitor Experience Supervisor

**STATUS:** Part-time / Non-benefitted / Non-exempt / Hourly

**COMPENSATION:** \$20.00 - \$22.00

**SCHEDULE:** Wed-Sat, 10:00am-4:30pm (approx. 26 hours)

**DEPARTMENT:** Gateway Science Museum

**LOCATION:** Gateway Science Museum

**RECRUITMENT ID:** 146

**RESIDENCY:** Candidate must be a California resident. Chico State Enterprises is not a sponsoring agency for staff and management positions (i.e. H-1B Visas).

**ESSENTIAL JOB FUNCTIONS:** Gateway Science Museum seeks an energetic customer focused visitor services staff supervisor to lead our team of cashiers & guides as they welcome visitors, members and donors to the museum.

### Public Hours (75%)

- Supervise cashiers and guides in museum and garden during public open hours (Thurs-Sat 11am-4pm)
- Become proficient with customer service management system to provide troubleshooting at front desk and to support cashier with selling admission, membership and merchandise
- Serve as main merchandise buyer, conducting inventory, restocking, pricing, etc.
- Ensure cashiers & guides are present and prepared for opening
- Collaborate with Operations Manager & Curator to maintain public spaces for up-to-date signage, accessibility, visitor comfort, properly working AV & exhibit components, etc.
- Respond to situations that arise in the museum or garden during public hours, and relay to office staff when appropriate or urgent,
- Serve as liaison to office staff on behalf of cashiers & guides
- Welcome members & donors who visit museum
- Assume responsibility for visitor experience & address any immediate concerns
- Ensure building, garden and exhibits are properly secured, locked, and shut down upon leaving

### Administrative (25%)

- Plan staffing schedules per semester for public hours and special events and update as needed
- Collaborate with Director regarding guide hiring/training, support, activities
- Collaborate with Office Manager regarding greeter hiring/training, support, kiosk functions, customer service management system
- Monitor/track/document/respond to online analytics, social media engagement, business hours websites and other consumer feedback sites
- Support staff in planning & implementing activities, field trips, outreach events and other engagement opportunities
- Collaborate with office staff on membership drives & donor stewardship

**EMPLOYMENT STANDARDS:**

- The ideal candidate will have 3+ years of retail and visitor service experience with increasing responsibilities
- Experience using customer management / point of sale software / database, including troubleshooting and training others
- Ability to handle cash and credit card transactions maintaining security and chain of custody over currency
- Strong work ethic, possessing dependability, reliability, and integrity
- Excellent customer service skills; comfortable assisting visitors of all ages
- Ability to remain on floor for a full 6-hour day; to regularly move between galleries and gardens
- Pass mandatory background check

**Desired Characteristics**

- Positive attitude about science, education, natural history, and working with others
- Interest in increasing social media activity for the museum
- Bilingual in Spanish

**COMPLIANCE REQUIREMENTS:**

- Satisfactory completion of a background check (including a criminal records check) is required for employment. Chico State Enterprises will make a conditional offer of employment, which may be rescinded if the background check reveals disqualifying information, and/or it is discovered that the candidate knowingly withheld or falsified information. Failure to satisfactorily complete the background check may affect the continued employment of a current Chico State Enterprises employee who was conditionally offered the position.

**BENEFITS:**

Benefits for employees working 30 hours or more per week include employer paid life insurance (\$50,000) and long-term disability; options for health, dental, and vision insurance; FSA; 15 paid holidays including 1 personal holiday; vacation accrual (initially 10 days/year); sick leave (up to 12 days/year); employer contributions to your 403(b) retirement plan (up to 8%).

**HOW TO APPLY:**

To be considered, submit the following documents by **May 24<sup>th</sup> 2024**. Documents submitted after this date may not be considered.

- Resume
- Cover Letter

**BY DROP BOX:** <https://csuchico.app.box.com/f/1b1b88f92d7144f5b98136a046587f61>

**BY EMAIL:** [csejobs@csuchico.edu](mailto:csejobs@csuchico.edu)

Paper applications will not be accepted; however, Chico State Enterprises is an Equal Opportunity

Employer and is happy to provide reasonable accommodations to applicants at any step of the application process. If you need assistance in this regard, or are having technical difficulties, please contact the Human Resources office at 530-898-6811 or [csejobs@csuchico.edu](mailto:csejobs@csuchico.edu) prior to 5:00 pm on the document deadline date. The employer is Chico State Enterprises, a non-profit corporation serving as an auxiliary organization of California State University, Chico. Employment is considered to be at-will.

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER:**

Chico State Enterprises is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, religion, color ancestry, age, disability, genetic information, gender, gender identity, gender expression, marital status, medical condition, National origin, sex, sexual orientation, covered veteran status, or any other protected status. It is the Enterprises' policy to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees must provide proof of identity and authorization to work.