

DETROIT HISTORICAL SOCIETY



Job Title: Visitor Experience Supervisor, Part Time

Department: Retail & Visitor Services

Reports to: Director of Retail & Visitor Services

Hourly Wage: \$18.00 per hour

History saved and preserved is the foundation for strong, vibrant communities and future generations. The Detroit Historical Society's mission is to tell Detroit's stories and why they matter. Founded in 1921, the Society has been bringing together diverse voices and communities around the stories of the region to find their place in the present and inspire the future for over one hundred years. Located in Detroit's cultural district, the Society administers and develops exhibitions and programming for the Detroit Historical Museum, the Dossin Great Lakes Museum on Belle Isle, and our Collection Resource Center at Historic Fort Wayne. The team cares for over 250,000 artifacts in its collection and relies on a staff of over sixty individuals to help continue to bring Detroit's vibrant stories to life.

Position Description

At the Detroit Historical Society, our Visitor Experience & Retail team assists with creating wonderful guest experiences and memories at our museums. The Visitor Experience Supervisor position provides a unique opportunity to engage with customers at the Detroit Historical Museum and the Dossin Great Lakes Museum, which showcase our expertly curated and locally themed gift shops. In this role you will demonstrate your exceptional leadership and hospitality skills, engage with our community, and learn the key principles of retail operations.

The Visitor Experience Supervisor oversees daily operations and coordinates the efforts of the Visitor Experience Associates at both the Detroit Historical Museum and Dossin Great Lakes Museum including their respective front desks and retail stores.

Preferred candidates should have an interest in Detroit history and have availability to work a combination of weekdays, weekends, occasional evenings and potentially on holidays the museum is open. This is an hourly position. Compensation is \$18.00 per hour.

Major Responsibilities

- Coordinate the overall functions of the front desk, gift shops and the efforts of the Visitor Experience Associates (VEAs) as they greet and welcome museum visitors.
- Assist with training VEAs for daily responsibilities and delegate duties to team members to maintain daily operations and organization of the front desks and gift stores.
- Accurately perform opening and closing procedures for the front desks, museum gift shop, and museum exhibits at the start and end of each shift.
- Ensure accurate processing of financial transactions, balancing of cash drawers, and preparation of deposits.
- Assist with inventory intake and processing, perform routine inventory and price checks, and package/ship online orders.
- Assist with occasional off-site sales events and pop-up functions.
- Coordinate breaks for VEAs and fulfill the role of VEA when completing tasks.
- Ensure exhibits are functioning properly and alert any issues immediately to the Exhibitions Team.
- Report and document all operational issues as they arise, as well as any incidents that occur on museum grounds.
- Participate in meetings with team members as required to ensure effective communication between frontline staff and management.

- Be prepared to conduct duties of the VEA in the event of a scheduling conflict or when providing breaks (i.e. have the ability to process memberships, group tours payments; complete transactions and other duties in the museum stores; answer telephones, assist with paperwork, mailings and database entry).

General Responsibilities

- Direct inquiries from guests and customers to respective departments within the organization.
- Troubleshoot technological issues with point-of-sale and admissions programs/software when they arise.
- Maintain the family-friendly environment of the museums and ensure public spaces are welcoming and tidy.
- Monitor security cameras and perform frequent walkthroughs of gallery spaces.

Required Qualifications for Successful Position Performance

- Minimum one-year supervisory experience required.
- Retail and/or customer service experience with cash handling.
- Ability to lift up to 40 lbs. with or without a reasonable accommodation.
- Outgoing personality with the ability to find positive solutions in all situations .
- Data entry and computer skills; the ability to use Microsoft Outlook.
- Certified in Blackbaud Altru Fundamentals or willing to be certified within 90 days of hire date.
- Scheduling availability and flexibility to include weekdays, weekends, weeknights, and holidays in which the museums are open.
- Friendly, reliable, and personable.

Preferred Qualifications

- First Aid/AED/CPR certification is a plus (can be obtained after hiring).
- Experience with Shopify a plus.

Education and Experience

- High School Diploma or G.E.D. credential required.
- College or advanced education in hospitality is preferred.

Compensation & Benefits

- Paid Parental Leave after 12 months of qualifying service in coordination with FMLA.

Please note the **hourly wage** prior to sending a résumé and cover letter to the Human Resources Department at humanresource@detroithistorical.org. No phone calls, please.

Candidates must have reliable transportation, be willing to undergo a criminal background check, and provide references (as needed/requested). Please note the **hourly wage** prior to sending a résumé and cover letter to the Human Resources Department at humanresource@detroithistorical.org. No phone calls, please.

EEO Statement

Detroit Historical Society is committed to the principles of equal employment. We respect diversity and accordingly are an equal opportunity employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth, related medical conditions and lactation), gender identity or gender expression (including transgender status), sexual orientation , marital status, military service and veteran status, disability, genetic information, height, weight, or any other status protected by federal, state, or local laws and ordinances. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training,

promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.