

Opening in Fall 2010, the **National Museum of American Jewish History (NMAJH)** will be located in the heart of Philadelphia's Independence Mall. As a Smithsonian Affiliate, NMAJH, is dedicated to presenting educational programs and exhibitions that preserve, explore, and celebrate the history of Jews in America.

### **Director of Visitor Services**

As the Director of Visitor Services you will report directly to the Deputy Director of Programming and supervise all direct points of contact with all visitors from walk-ups to VIP's, ensuring a seamless and optimal experience to all who enter the Museum's new building. On a daily basis, you will lead projects and projects and initiatives aimed at building and sustaining the Museum's mission and its commitment to excellent customer service.

#### **Responsibilities:**

- Supervise all activities relating to admitting, orienting and serving museum visitors
- Provide excellent customer service to the museum's constituents during their experience as a visitor, docent, member, donor, speaker or other museum partner
- Recruit and train a high performing staff of full and part time volunteers
- Coordinate programs, tours, trips, and events and collaborate with appropriate Museum staff to oversee admissions, daily hosting, events and ensure visitor satisfaction
- Contribute to grant writing and program assessment review
- Create and maintain an organizational calendar
- Create and maintain regular reports relating to museum visitorship

#### **Qualifications:**

- Bachelor's degree
- 3+ years experience as a manager or supervisor of staff and volunteers in a museum or other educational setting
- Prior experience working in customer service, visitor services or relations, retail or tourism
- Outgoing, self-motivated person who enjoys working with the public
- Grant writing, program assessment experience, budgeting, and project management skills are essential
- Professionalism, poise, and strong customer service characteristics are a must
- Experience creating and maintaining organizational calendar and prioritizing multiple tasks to meet deadlines
- Proficiency in operating Microsoft Office Suite.
- Familiarity with events management software a plus
- Ability to work varied hours including evenings or weekends depending on program

needs

**Benefits:**

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation annually, commensurate on experience, in addition to:

- Continuous training
- Medical coverage including health, dental, vision, life and disability insurance
- High energy, professional work environment

We work to maintain the best possible environment for our employees, where people can learn and grow with the institution. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

**To Apply:**

**Interested candidates, apply now!**

To respond to this great opportunity:

<https://administaff.ats.hrsmart.com/cgi-bin/a/highlightjob.cgi?jobid=57643>

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