

The Buffalo Museum of Science seeks an enthusiastic and customer-service oriented individual to serve as **Guest Services Supervisor - Retail and Floor Operations**. This is a full-time position (37.5 hours/week), working daytime business hours Tuesday through Saturday each week. Some evening hours may be required during after hours events and hours of operation.

The **Guest Services Supervisor - Retail and Floor Operations** will oversee both retail and floor staff and operations, which includes guest service and engagement, museum cleanliness and safety, and ticket and retail sales. She/he/they will serve as the Manager-on-Duty during Museum open hours, and will work in conjunction with the Guest Services Supervisor - Administration who oversees scheduling, payroll, and other administrative tasks for the Guest Experience team.

As part of the front-line team, the Supervisor establishes and promotes a welcoming, engaging, inspiring, and fun experience for both guests and team members. By mixing GREAT SERVICE with GREAT PEOPLE, the result is LASTING MEMORIES for our guests.

In addition, the **Guest Services Supervisor** will:

- Ensure that all Guest Services staff have the training and tools to provide outstanding service and experiences; continuously model best practices.
- Lead guest engagement efforts; build program for consistent daily offering of special activities including tours, demonstrations, discussions, etc.
- Ensure all Guest Services staff have current information on program, exhibit, and event offerings and are able to discuss them with guests.
- Coordinate retail function for the Museum, including selecting, sourcing and tracking inventory, ensuring appealing displays, and producing regular reports/analysis on retail performance.
- Oversee and evaluate the performance of Guest Services staff; facilitate coaching and celebrate successes.
- Serve as the Manager-on-Duty during Museum open hours to oversee admissions and retail sales transactions, resolve day to day staffing needs, resolve customer service and/or financial transaction concerns as needed, and ensure set-up and signage throughout the Museum is ready each day.

Required skills, knowledge, and experience:

- At least 2 years professional experience and 1 year experience in a supervisory role; museum experience preferred
- Experience in establishing and training on policies and procedures and coaching for best performance
- Superior customer service and engagement skills, with the ability to manage challenging customer concerns politely and respectfully
- Outstanding interpersonal skills, ability to motivate and excite others, comfortable speaking publicly and to groups
- Able to perform well and problem solve under pressure
- Strong computer skills; experience and comfort completing financial transactions

Starting wages for this position will be \$19/hour, with excellent benefits including paid time off, health insurance, 401K with company match, paid holidays and more.

The Buffalo Museum of Science is a non-profit educational institution dedicated to providing relevant science programming to learners of all ages. The Buffalo Museum of Science is governed by the Buffalo Society of Natural Sciences alongside Tiff Nature Preserve in South Buffalo. Visit us at www.sciencebuff.org.

At the Buffalo Society of Natural Sciences, we believe that diversity of experience and viewpoints is paramount and we strive to reflect the great diversity of those living in western New York. We encourage applications from individuals of all backgrounds and life experience. The Buffalo Society of Natural Sciences is an Equal Opportunity

Employer and does not discriminate based on race, color, sex, age, disability, religion, national origin, citizenship status, sexual orientation, gender identity or expression, or any other legally protected status.

Please submit resume and cover letter to recruiting@goldhawkHR.com