



# JOB POSTING

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**Position Title:** Guest Experience Manager  
**Department/Division:** Operations

**Reports To:** Director of Guest Experience  
**Status:** Full-time, Non-Exempt

## Overview:

The Buffalo Society of Natural Sciences, which comprises the Buffalo Museum of Science and Tifft Nature Preserve, is a highly valued and historic organization in the Buffalo community dedicated to inspiring joyful exploration of science and nature through engaging experiences, unique resources, and exceptional staff. We believe that science creates opportunities and shapes our world. We take pride in providing an environment that inspires curiosity, self-directed learning, and fun for our guests of all ages.

## Summary of Position:

The Guest Experience Manager is a mid-level position charged with creating an exceptional and seamless visitor experience from entry to exit, ensuring that offerings reflect the Society's mission, vision, and values. This team member is a customer service professional who supervises and provides leadership to the Guest Experience Team to create "Wow" experiences for guests at the Buffalo Museum of Science. The Guest Experience Manager, under the supervision of the Director of Guest Experience, is responsible for the production and coordination of engaging museum customer experiences across various guest experience areas, including presentations, demonstrations, the museum shop, concessions, and birthday parties. This position will be responsible for leading all administrative, communication, retail, and floor operation aspects of the Guest Experience function, which includes guest service and engagement, museum cleanliness and safety, and ticket and retail sales. The Guest Experience Manager will serve as the Manager-on-Duty during Museum open hours.

## Essential Responsibilities:

- Comprehensive supervision of Guest Experience Team and activities.
- Lead efforts and practices to provide every guest and every colleague with an outstanding experience on each visit; continuously model best practices.
- Establish and implement protocols, training, and feedback procedures to ensure that all Guest Experience staff have the tools to provide outstanding service and experiences.
- Generate consistent communication among Guest Experience team, and between Guest Experience team and other BSNS departments and museum leadership team.
- Coordinate with the Volunteer Manager to engage volunteers in guest engagement activities.
- Responsible for planning and executing informal demonstrations and stage presentations that captivate visitors and ignite their curiosity.
- Strategically enhance the entire guest experience, from informal interactions to memory-building moments, and opportunities for meaningful take-away science.
- Collaborate with other departments to support events.
- Ensure the production of fun, engaging, and educational stage presentations that align with the Society's Mission.

- Foster productive, professional, and collaborative relationships with direct reports, peers, and executive leadership, ensuring alignment and a unified approach to achieving goals.
- Inspire, hire, train, and develop a passionate team, empowering them to deliver exceptional guest experiences and grow professionally.
- Build and maintain mutually beneficial relationships with other organizations.
- Create weekly schedules for Guest Experience staff, managing against staff hours and budget limitations; review and approve bi-weekly timesheets submitted by Guest Experience staff.
- Oversee and evaluate the performance of Guest Experience Team Members; facilitate coaching when improvement is necessary and acknowledge and celebrate impressive performance.
- Serve as the Manager-on-Duty during Museum open hours.
- Plan and/or resolve day-to-day staffing needs to ensure that all jobs and responsibilities of Guest Experience Team Members are fulfilled at a high level.
- Provide leadership in resolving customer service and/or financial transaction concerns when necessary.
- Ensure set-up and signage throughout the Museum is ready each day prior to opening.
- Contribute to organization-wide efforts as appropriate.
- Other duties as assigned.

#### **Education, Experience, Skills, and Qualities Required:**

- At least 3 years professional experience and 1 year in a supervisory role; museum experience preferred.
- Strong knowledge of informal learning, general science content, and museum programming.
- Demonstrated skill and experience in developing and facilitating high quality informal STEM experiences for a variety of age groups.
- Strong leadership skills, ability to excite staff around shared goals, and willingness to initiate new practices.
- Experience in establishing and training on policies and procedures and coaching for best performance
- Experience creating excellent customer service opportunities.
- Able to manage challenging customer concerns politely and respectfully.
- Ability to think strategically; able to plan and prioritize the work of self and others.
- Strong computer skills; experience and comfort completing financial transactions.
- Outstanding interpersonal skills, ability to motivate and excite others, comfortable speaking publicly and to groups.
- Must have excellent customer service skills and demonstrate impeccable professionalism and discretion.

#### **Physical Demands:**

- Sitting for long periods of time at a work desk/computer on a daily basis.
- The ability to lift up to 40lbs.
- Willingness and ability to travel.
- Must adhere to uniform policy by dressing in branded, clean, or other supervisor-approved clothing.
- Able to be flexible with regard to schedule, some weekends, evenings or holidays may be required.
- Regular attendance is an essential function of this job.

**To Apply:**

The annual salary for this position is \$50,000-\$65,000, along with a competitive benefits package. Interested candidates should send a cover letter and resume to [jdusher@sciencebuff.org](mailto:jdusher@sciencebuff.org).

**Equal Opportunity Employer:**

The Buffalo Society of Natural Sciences is an equal opportunity employer, and strongly encourages expressions of interest from people of color, individuals living with disabilities, women, and the LGBTQ+ community. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.