



# JOB DESCRIPTION

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**Position Title:** Guest Experience Team Lead  
**Department/Division:** Operations

**Reports To:** Guest Experience Manager  
**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, informal learning, and fun for our guests of all ages.

## Summary of Position:

The Guest Experience Team Lead is a 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 provides leadership to the Guest Experience Team to create "Wow" experiences for guests at the Buffalo Museum of Science. The Guest Experience Team Lead, under the supervision of the Guest Experience Manager, 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 the guest engagement and activity facilitation area of the Guest Experience function, while also overseeing general guest service, museum cleanliness and safety, and ticket and retail sales. The Guest Experience Team Lead will serve as the Manager-on-Duty during Museum open hours in the absence of the Guest Experience Manager.

## Essential Responsibilities:

- Provide every guest and every colleague with an outstanding experience on each visit; continuously model best practices.
- Assist with supervision of Guest Experience Team and participate in completing admission transactions, retail transactions, shows, and hands-on activities as needed.
- Generate consistent communication among Guest Experience team, and between Guest Experience team and other BSNS departments and museum leadership team.
- Oversee the facilitation and execution of the birthday party program.
- Oversee museum gift shop and concessions sales, including inventory management, in order to achieve or exceed revenue targets.
- Promote and sell museum programs including memberships, birthday parties, day camps, and special events.
- Assist with planning, training, 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.
- Drive visitor interest in daily programs through the production of fun, engaging, and educational stage presentations that align with the Society's Mission.

- Foster productive, professional, and collaborative relationships with department staff, peers, and executive leadership, ensuring alignment and a unified approach to achieving goals.
- Assist with training and developing a passionate team, empowering them to deliver exceptional guest experiences and grow professionally.
- Assist with evaluating the performance of Guest Experience Team Members; provide feedback when improvement is necessary and acknowledge and celebrate impressive performance.
- Serve as the Manager-on-Duty during Museum open hours as assigned.
- 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:**

- High school diploma or equivalent.
- At least 2 years customer service experience; 1 year in a supervisory role, 1 year of sales, and museum experience preferred.
- Ability to manage challenging customer concerns politely and respectfully.
- Knowledge of informal learning, general science content, and museum programming.
- Strong teamwork and collaboration skills.
- Strong leadership skills, ability to excite staff around shared goals, and willingness to initiate new practices; able to plan and prioritize the work of self and others.
- Ability to think strategically; able to understand revenue goals, develop ideas on how to achieve or exceed said goals, and communicate results effectively.
- Computer skills; experience and comfort completing financial transactions.
- Interpersonal skills; excellent communication and comfortable speaking publicly and to groups.

### **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 clean branded or other supervisor-approved clothing.
- Able to be flexible with regard to schedule; typically scheduled Sunday through Thursday but weekends, evenings or holidays may be required.
- Regular attendance is an essential function of this job.

### **To Apply:**

The salary for this position is \$19.00 per hour, 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.