



Weekday Manager

This position is responsible for the successful daily operation of all aspects of the visitor experience during the week. The Weekday Manager provides leadership to ensure optimum performance and collaboration between all frontline staff. The main focus of the Weekday Manager is management of weekday staff. The Weekday Manager resolves internal and external concerns and provides the highest level customer service and management.

Job Title: Weekday Manager

Exempt/Non-Exempt: non-exempt

Full-time/Part-time/Seasonal: Part-Time (up to 32 hours per week)

Compensation: \$20 - \$25 /hour

Essential Functions

- Serve as Museum team leader;
- Manage daily staff schedule including breaks, lunches and activities;
- Lead team huddles at the beginning and end of each day;
- Perform museum opening and closing duties;
- Complete manager checklists;
- Manage and assign staff tasks;
- Positively engage and interact with children through play;
- Demonstrate a positive attitude with children, parents, staff and volunteers;
- Consistently work in a positive and cooperative manner with all SCM staff;
- Follow museum safety procedures;
- Attend staff meetings and professional development trainings;
- Communicate clearly and effectively with the Weekend Manager;
- Facilitate volunteer program;
- Able to provide consistent and confident leadership to staff members and to museum guests, vendors, or partners;
- Delivery of exemplary customer service in a fast paced, heavily populated environment;
- Actively listens to and works to resolve visitor concerns in a manner satisfactory to all parties;
- Friendly delivery of the Museum's mission and values to the visiting public, guests, vendors, and volunteers;
- Responsible for effective, consistent sales of museum memberships and group sales;
- Able to think and react quickly and professionally to emergencies or escalated environments;

- Communicates with staff and volunteers throughout the day;
- Opens & closes admissions desk and museum store as needed, verifies cashier reports, oversight with cash handling and change requests to accommodate weekend needs
- Make bank deposits;
- Possesses strong working knowledge of point-of-sale system to be able to make adjustments and refunds where appropriate
- Able to open & close the museum as needed, unarming or arming security systems and following closing procedures Able to turn on and shut down exhibit components and provide basic exhibit troubleshooting
- Consistently gains feedback from both visitors and staff members to identify problems, concerns and opportunities for improvement to the visitor experience and customer service cycle

Minimum Requirements:

- Proven excellent customer service skills;
- Experience working with a point-of-sale or ticketing system preferred;
- Cash handling experience required;
- Excellent interpersonal and communication skills with public and coworkers;
- Experience managing a team preferred;
- Ability to consistently deliver excellent customer service and communicate effectively with children and caregivers;
- Demonstrated experience working with children age 1-8 preferred;
- Proven ability to work independently;
- Strong problem solving abilities;
- Must be able to lift 20 pounds;
- Access to reliable transportation;
- Must be available to work Tuesday - Friday with occasional weekend or evening availability;
- Bilingual preferred;
- GED or High School Diploma required. Some college courses preferred;

Sacramento Children's Museum is an Equal Opportunity Employer.