

Weekend Manager

Are you a natural leader with a passion for creating engaging and memorable experiences for families? Do you thrive in a dynamic, fast-paced environment and excel at motivating a team? The **Sacramento Children's Museum** is looking for a dedicated and energetic **Weekend Manager** to oversee our visitor experience!

In this vital role, you'll ensure the smooth daily operation of all weekend activities, from managing staff and visitor flow to handling sales and resolving concerns. If you're ready to provide exceptional leadership and customer service in a fun, family-friendly setting, we want to hear from you!

What You'll Do:

- **Lead the Weekend Team:** Serve as the primary team leader, managing daily schedules, breaks, activities, and private parties. You'll conduct daily huddles and provide consistent, confident leadership to staff, guests, vendors, and partners.
- **Deliver Exemplary Customer Service:** Provide top-notch service in a busy environment, actively listening to and resolving visitor concerns to ensure satisfaction. You'll embody the Museum's mission and values in every interaction.
- **Oversee Operations & Sales:** Effectively manage sales of museum memberships and group sales. You'll open and close the admissions desk and museum store as needed, verify cashier reports, and handle cash and change requests. Strong working knowledge of our point-of-sale system for adjustments and refunds is key.
- **Ensure Safety & Smooth Functioning:** Be ready to think and react quickly and professionally to emergencies. You'll open and close the museum as needed, arming/unarming security systems, turning on/shutting down exhibit components, and performing basic exhibit troubleshooting.
- **Foster Improvement:** Continuously gather feedback from both visitors and staff to identify opportunities for enhancing the visitor experience and customer service cycle.

What We're Looking For:

- **Proven Customer Service Skills:** You have at least **two years of experience** in a customer service function.
- **Leadership Experience:** Experience managing a team is preferred.
- **POS & Cash Handling:** Experience with a point-of-sale or ticketing system is strongly preferred, along with cash-handling experience and exceptional mathematical skills.
- **Strong Communication:** Excellent interpersonal and communication skills are essential when interacting with the public and coworkers. Bilingual skills are a plus!
- **Independent & Proactive:** You can work independently and demonstrate a proven ability to solve problems quickly and professionally.

- **Physical Requirements:** Must be able to lift 20 lbs and move considerably around the museum to monitor activities.
- **Education:** GED or High School Diploma required. Some college courses preferred.
- **Passion for Children:** Experience working with children aged 1-8 is preferred.

Schedule & Compensation:

- **Schedule:** Friday - Sunday
- **Pay Rate:** \$20 - \$25 per hour

Ready to Join Our Team?

If you're excited about this opportunity and meet the qualifications, please forward your resume to info@sackids.org with "**Weekend Manager**" in the subject line.

The Sacramento Children's Museum is an Equal Opportunity Employer. We look forward to hearing from you!