

### Job Description:

#### Supervisor of Admissions and Visitor Services Job Description

Updated: 11/16/2020

### Objective:

To provide a positive public image of the museum to all visitors. The Supervisor of Admissions and Visitor Services is the lead position at the admissions desk and is responsible for overseeing admissions desk staff and selling admission tickets for the Museum. The Supervisor will train staff to properly perform admissions functions and provide information for all aspects of the Museum. The Supervisor of Admissions and Visitor Services co-ordinates with the Marketing Manager for Group Tour bookings. This position will promote the Museum as the premier visitation venue for tourists and patrons.

### Organizational Relationship:

This position reports to the Director of Retail Operations and Visitor Services.

### Duties & Responsibilities:

- (a) Responsible for the efficient and accurate processing of Museum admission entry fees (POS system), including the operation of Museum admissions cash registers and all admissions related equipment.
- (b) Responsible for training summer seasonal staff in the use of admissions equipment
- (c) Ensure accurate reconciliation of all end of day transactions for cash drawer and credit cards. Provide end of day reports for accounting department.
- (d) Responsible for creating group tour booking forms from Google calendar.
- (e) Create and send all invoices for each group tour contract on account at the end of the month
- (f) Follow up for balances due.
- (g) Responsible for tracking and reporting daily and monthly attendance statistics including group tour attendance for Board Reports and the Chief Financial Officer.
- (h) Processing online tickets; orders through Museum website, Expedia, GetYourGuide, and any other online ticketing platforms the Museum has a selling presence.
- (i) Responsible for providing a concise, informative and enthusiastic account of all relevant museum exhibit and program opportunities to potential tour groups, the visiting public, and communicating to Visitor Services staff.
- (j) Coordinate unguided group tours with Admissions desk (admission tags, gallery guides, and provide explanation of the Museum App and brief introduction to the Museum).
- (k) Responsible for instructing Visitor Services staff on selling NMWA memberships.
- (l) Communicating to Front Desk staff all group tour bookings and details
- (m) Ensure the admissions desk area is clean at all times, stocked with appropriate supplies, and equipment is in good working condition. Ensure all front desk areas are cleaned according to NMWA Covid cleaning policy.
- (n) Cross-trained to assist in Museum Shop.
- (o) This position is primarily Monday through Friday, however applicant must be willing and able to work occasional weekends, public holidays and evening events as staffing requires for both Admissions and the Museum Shop.
- (p) Must be punctual to ensure the Admissions desk opens to the public on time each morning.



NATIONAL MUSEUM of WILDLIFE ART

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- (q) Prepare and disseminate the Museum Weekly Update (calendar).
- (r) Other duties as assigned.

Qualifications:

Ability to work well with visitors and museum staff. Must possess excellent customer service skills. Computer literate, knowledge of Microsoft Word and Microsoft Excel, Quickbooks, POS. Knowledge of Google docs and calendar an advantage. Must possess excellent written and verbal communication skills.

Benefits:

Full Time NMWA benefits for full-time employee



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