Position Title: Welcome Center Manager
Department: Operations
Location: Abiquiu, NM
Pay Range: $50,000 - $52,000
Hours: Full-Time, Exempt

Position Summary

The Welcome Center Manager will oversee the day-to-day operations of the O’Keeffe Welcome Center in Abiquiu, which is the starting point for tours of the historic O’Keeffe Home & Studio as well as a retail space, exhibition space, and a location for museum programming and special events. We are searching for a people-person who excels at anticipating needs and feels comfortable with multitasking.

Responsibilities included the scheduling and management of the visitor services team as well as providing on-site supervision for the retail services team and the security specialists team. The Welcome Center Manager will work closely with the Historic Site Manager and Director of Historic Properties to create a phenomenal visitor experience from start to finish.

The position will also work with the visitor services team and retail services team in Santa Fe to ensure a high-quality visitor experience across both campuses in Abiquiu and in Santa Fe. This includes collaboration to establish common practices related to training and performance standards, as well as collaboration with Santa Fe administrative teams (HR, Finance).

*COVID-19 considerations:
All visitors and employees are required to wear a mask at all times and maintain social distancing of 6 feet or more. All staff complete COVID safe practices training through NM Safe Certified. Common surfaces are sanitized regularly, and cleaning measures are in place to prevent the spread of the virus. Curbside pickup is available for retail purchases. Masks and PPE are provided to all staff.

Responsibilities include but not limited to

- Oversee policies and procedures for daily visitor access-related operations at the historic properties and WC programs, including: tour ticket sales, group sales, school tours, program registration, membership sales, entry reception, telephone reception and recorded visitor information
- Provide day-to-day supervision of Welcome Center staff; motivate and manage staff to ensure customer service and visitor satisfaction is delivered to the highest standards
- Create weekly staff schedule for front desk; find adequate coverage in the event of employee time off
• Assess staffing levels to ensure that they are adequate at all times. Work with HR to meet hiring needs. Responsible for welcoming new hires, and providing them with department specific orientation and training.

• Coordinate monthly team meetings and ongoing trainings; co-develop staff engagement outings, lectures, and other events with Historic Site Manager

• Respond to any safety or security incidents and follow appropriate reporting procedures

• Resolve customer complaints, address customer concerns and explain organization policies

• Maintain office supplies and custodial supplies; place orders as needed

• Oversee cleaning services in building including daily cleaning and one-time cleaning services

• Create monthly program attendance report, retail revenue report, and tour revenue report

• Assist with monthly and year-end financial and budget reports and inventory

• Oversee room set-up and breakdown for all on-site events; prepare linens, signage, AV equipment, and anything else needed for events; assist with special event management as needed

• Develop and manage relationships with hotel concierges, hospitality groups, tourism companies; keep them informed of tour scheduling and other relevant programming; encourage their help in directing visitors and residents to visit the Welcome Center and historic properties

• Assist in the development and implementation of Museum-wide visitor centric and customer service program; ensure all resources are aligned and focused on delivering a service experience that exceeds expectations

• Provide first line of on-site technology support for Counterpoint, Woo Tours, etc.; contact appropriate support resources for further troubleshooting

• Schedule and oversee custodial and facility services, both regular and one-time services

Special Projects or Additional Duties:
• Complete special projects or additional duties as assigned, and consistent with the skills, training, level of responsibility and other requirements for this position

Background and Qualifications
• High School Diploma Required

• 5+ years Working in a front facing position in tourism, museums, hotels, or other concierge level services Required

• 5+ years Managing a customer-facing operation, including retail, hospitality or a visitor service function, with solid experience in training, coaching and employee development Required

Skills and Abilities
• Strong customer service skills, preferably in a museum or concierge environment

• Thorough knowledge of principles and practices of personnel and facility management

• Ability to perform administrative work, including scheduling and budgeting

• Ability to coordinate special events

• Ability to communicate effectively, foster collaboration and build positive relationships within the community
Benefits
This position is eligible for our full benefits package including medical, dental, vision, Life Insurance and Short/Long Term disability, 403b retirement plan with employer match, museum membership, retail store discount, Employee Assistance Program, PTO, Paid Holidays and much more!

To be considered, please send your resume to:
Jobs@okeeffemuseum.org

The Georgia O’Keeffe Museum is an equal-opportunity employer and considers all candidates for employment based on such factors as knowledge, education, skill, experience, the ability to perform required activities and availability, and without regard to race, religion, color, sex, sexual orientation, age, ancestry, citizenship, national origin, disability or any other legally protected status.