



EMPLOYEE JOB DESCRIPTION

TITLE: Functions Lead
DEPT: Visitor Experience
REPORTS TO: Director of Visitor Experience
FLSA STATUS: Part-time, Year-Round, Non-Exempt, availability up to 24 hours a week

SUMMARY OF RESPONSIBILITIES:

The Functions Lead is primarily responsible for supporting evening and weekend functions, events and programs and for supporting the operational management of Heritage Museums & Gardens (HMG). The Lead provides high quality, memorable experiences that exceed expectations for visitors and event and program attendees. This includes facilitating visitor engagement that connects visitors to HMG's collections; supporting the admissions staff in group, ticket, and program sales; and providing safe, efficient transport to visitors as necessary. The Lead is responsible for facilitating a safe, positive, and engaging experience for all visitors while upholding HMG policies and procedures, and for managing the Visitor Experience staff when the Director of Visitor Experience is not available. The Lead serves as an available resource for staff and visitors and helps to inform decisions that affect front line operational needs.

POSITION REQUIREMENTS:

1. The position of Lead is a part-time, non-exempt, at will position; availability year round is expected unless otherwise authorized by the Director of Visitor Experience. You must be able to attend all mandatory training sessions, both prior to opening and throughout the season, unless otherwise authorized.
2. Must have exceptional customer service skills, commitment to teamwork, excellent communication and strong interpersonal skills.
3. Must enjoy working with all members of the public, including children and families, and be comfortable facilitating high-end events and functions.
4. Must provide a minimum of three shifts per week. Weekend and evening work required.
5. Must work a minimum of 54 hours for functions throughout the season, including evening weddings and private events, in addition to providing a minimum of 32 hours for other types of special events, including public programs and Development events.
6. Must provide availability for both nights of the Spooky Knights Halloween Event.
7. Must provide a minimum of 16 shifts for Gardens Aglow, including dates adjacent to Thanksgiving and Christmas.
8. Must be able to lift 40 pounds unassisted and be on your feet for extended periods of time, often the majority of your scheduled shift.
9. Must be comfortable with and willing to operate exhibit technology (television screens, video players, iPads, computers, etc.) and admissions technology (computers, phones, Microsoft Office software, iPads, Altru and Xtrulink software, etc.) as necessary with accuracy.
10. Must be able to count attendance, perform simple mental math, and track statistics.
11. Must be able to exercise sound judgment, abide by and enforce procedures, and be able to take initiative quickly to resolve security or safety issues while remaining calm and clear-headed. Requires ability to respond quickly to sounds and to see and respond to dangerous situations.

12. Must be willing to work outdoors for the majority of a scheduled shift, including during uncomfortable weather or conditions, and on varying terrain.
13. Must have a current driver's license and attend and pass the in-house vehicle operation training program.
14. Must be at least 18 years of age and complete certification programs to operate a carousel and model trains.

SPECIFIC RESPONSIBILITIES:

1. Support Visitor Experience operations. Assist with daily operational needs, including opening and closing buildings and areas, following established procedures; providing breaks and position support as needed; replenishing supplies; and supporting programming operations, including assisting with set-up, clean-up, and facilitation as needed. Rotate through the museum regularly during the shift to check in with team members, providing support, and addressing any needs as they arise. Take initiative and use sound judgment to resolve safety, security, or personnel issues in a timely manner while remaining calm and clear-headed. Demonstrate willingness to flexibly assist other staff as needed and to work as part of a larger team.
2. Fulfill position requirements and responsibilities of Transport Driver, Interpreter, Education Specialist, and Admissions Associate (detailed below) as needed. Model duties of front-line positions and exceptional standards of customer service, teamwork, communication, and interpretation. Respond to visitor questions, comments, and concerns. Communicate visitor feedback to Director of Visitor Experience as necessary. Serve as a resource for museum visitors and staff.
 - a. Transport Driver: Provide a safe experience to visitors on the transport vehicle by remaining calm and attentive, maintaining a slow, appropriate driving speed, being responsive to pedestrian and vehicle traffic, and following all other "rules of the road" delineated in the Transportation Policy and Procedures document.
 - b. Interpreter/Education Specialist: Facilitate informal engagement for adult, youth, and family audiences that encourage interactions and learning through exploration, including hands-on activities and gallery interpretation. Use appropriate interpretive techniques including inquiry and open-ended questioning, storytelling techniques, participatory strategies, encouragement of photography, etc. to provide engaging visitor interactions that connect multi-generational audiences with exhibit and garden content.
 - c. Admissions Associate: Process admissions and any membership transactions or public program registrations through Altru or Xtrulink. Cash handling involves all tenders and must be handled accurately, with drawers balancing to zero at end of each shift. Actively promote and sell annual memberships.
3. Supervise the Visitor Experience staff, manage on-site operations, and make Visitor Experience operational decisions when the Director of Visitor Experience is not available. If the Visitor Experience Coordinator, the Admissions and Database Coordinator, Visitor Experience Lead, Admissions Lead, or the Security Supervisor are onsite, bring them operational decisions for discussion as needed. When managing, arrive one hour early and assess the staffing schedule, check phone and email messages, and make scheduling modifications as necessary.
4. Work with the Director of Visitor Experience to facilitate daily Morning or Stand Up Meetings, presenting information regarding the museum's daily and weekly events, enabling staff to understand and communicate clearly and accurately with visitors. Lead discussion of pertinent topics, facilitate peer sharing, provide opportunities for staff to share feedback, and foster good working relationships. Discuss ideas for topics with the Director of Visitor Experience and share staff feedback.
5. Work collaboratively with the Director of Visitor Experience to provide a unified expectation for the Visitor Experience staff.
6. Collaborate with the Events & Functions Manager to coordinate youth and adult group visits. Work together to create a schedule of coverage that includes responsibility for greeting group busses and organizing group arrivals, ensuring smooth visitor flow. Assist with entering and managing youth group data in Altru and Xtrulink. Be

familiar with all group visit offerings and scheduled group needs in order to support staff in implementing programs as needed, including guiding tours as necessary.

7. Assist with on site management of photography sessions, including site use and set up/break down needs.
8. Work collaboratively with the Events & Functions Manager to oversee day-of on site management of weddings, rehearsals, and private events, including coordinating vendors, timelines and logistics of event, supporting staff, and engaging in problem solving.
9. Provide support to the Development and Visitor Engagement teams in executing Development events and public programs, including event preparation, set up/break down, and facilitation.
10. Understand, follow, and assume responsibility for interpreting and enforcing HMG policies and procedures, including health and safety guidelines. Work collegially and collaboratively with Security, Facilities, Marketing, and Visitor Engagement staff to appropriately respond to challenges that arise, ensuring safety of museum staff, visitors, facilities, and collections.
11. Participate in pre-season and ongoing trainings to learn new content and hone skills. Attend all monthly staff meetings.
12. Be knowledgeable about the programming, events, and rentals options offered by HMG to share with visitors and be aware of department needs for staffing for smooth operational flow between all event needs.
13. Project a positive image, serving as an ambassador for the museum both at HMG and while out in public.
14. Perform all other duties as assigned by the Director of Visitor Experience, Chief Programs Officer, or President & CEO.

Approved by: _____
Functions Lead Signature Date

Approved by: _____
Director of Visitor Experience Signature Date

Original copy of job description with signatures should be filed with the Human Resources office.