



Role Description:

Guest Service Manager

Reports to:

Executive Director

Essential Function

The Guest Service Manager leads KidsPlay's Guest Service Team and is accountable for the quality, consistency, and continuous improvement of the visitor experience and front-of-house operations. The Manager builds a well-prepared, accountable team; manages staffing and labor resources; supports earned-revenue growth; maintains strong operational and financial controls; and uses visitor and operational data to identify improvement opportunities. The Guest Service Manager collaborates across departments to create a safe, welcoming, accessible, engaging, and consistently high-quality Museum experience for children and their caregivers.

Essential Duties

Gallery Operations

- Maintain visible on-site leadership and regularly assess visitor-facing spaces for service, safety, cleanliness, accessibility, exhibit readiness, and child and caregiver engagement.
- Oversee the daily readiness and presentation of admissions, entry areas, exhibit spaces, program rooms, restrooms, sidewalks, and other visitor-facing areas, coordinating with other departments as needed.
- Lead the Team in providing an active, welcoming experience that supports purposeful play, caregiver engagement, and repeat visitation.
- Serve as the primary point of contact for escalated visitor questions, feedback, complaints, and significant service concerns.
- Lead front-of-house response during medical concerns, separated-family incidents, evacuations, shelter-in-place situations, unsafe conditions, and other safety events.
- Support inclusive and sensory-aware service practices and identify barriers that affect visitor access or participation.
- Coordinate front-of-house support for programs, group visits, rentals, special events, and community initiatives.

Guest Service Leadership

- Recruit, onboard, train, supervise, coach, and evaluate the Guest Service Team in partnership with the Executive Director.
- Set and reinforce clear expectations for visitor service, child and caregiver engagement, safety, accessibility, teamwork, accountability, and operational performance.
- Observe team performance and use coaching, training, recognition, and performance management to maintain consistent standards.

- Conduct performance reviews, maintain appropriate documentation, and address attendance, conduct, and performance concerns in consultation with the Executive Director.
- Develop and manage schedules and shift assignments that provide appropriate coverage while staying within approved labor budgets.
- Manage call-outs, substitutions, breaks, attendance, timekeeping, and timesheet approval.
- Maintain clear team communication about schedules, programs, events, operational changes, priorities, and expectations.

Earned Income and Financial Controls

- Oversee admissions, discount programs, visitor counts, and other earned-income activity directly connected to Guest Service operations.
- Support Membership and Group Sales through accurate front-desk execution and coordination with employees responsible for those functions.
- Coach the Guest Service Team to communicate membership benefits, group sales, access programs, and other visitor options.
- Maintain accurate visitor and transaction data and consistent opening, transaction, register-balancing, reconciliation, deposit, and closing procedures. Investigate discrepancies and coordinate earned-income reporting with the Business Director.
- Maintain front-desk materials, procedures, checklists, and other resources needed for effective daily operations.

Continuous Improvement

- Use visitor feedback, staff observations, operational data, and recurring issues to identify opportunities to improve the visitor experience and front-of-house operations.
- Monitor front-of-house performance indicators such as admissions, membership conversion, merchandise sales, visitor data collection, and other earned-revenue activity.
- Monitor key performance indicators and provide the Executive Director with updates on visitor experience, staffing, earned revenue, and operational priorities.

General

- Keep the Museum's business functions confidential, including but not limited to customer and donor information and employee issues.
- Perform other duties as requested by the Executive Director to support the Museum's operations and service to customers.
- Demonstrate support of the Museum mission, management, and board of directors.

Qualifications

- Bachelor's degree or an equivalent combination of education and relevant experience.
- At least two years of progressively responsible experience in visitor services, hospitality, retail, recreation, museum operations, or another public-facing setting.

- Demonstrated experience supervising employees, creating schedules, coaching performance, and managing day-to-day operations.
- Experience with point-of-sale or ticketing systems, cash controls, timekeeping, and operational reporting.
- Authorization to work in the United States.
- Successful results on a criminal and sexual abuse background screening.

Required knowledge, skills, and abilities

- Must project a positive attitude with both customers and co-workers.
- Ability to work in a fast-paced team environment and maintain cooperative working relationships with co-workers, volunteers, the Board of Directors, and the public.
- Strong judgment, conflict-resolution skills, attention to detail, and ability to organize competing priorities and follow through.
- Clear and respectful written, telephone, and in-person communication.
- Demonstrates well-developed computer skills. Comfort learning and using customer relationship management, scheduling, productivity, and communication systems. Able to learn and use:
 - G Suite (Gmail, Docs, Drive, Sheets, Calendar, Photos)
 - Altru (a Blackbaud CRM)
 - Connecteam
 - Canva
 - Office 365 Suite (Word, Excel, Teams)
 - Zoom or other remote meeting technology
- Maintains a clean work area.

Preferred experience, knowledge, skills, and abilities

- Experience in a children's museum, nonprofit, early childhood, hospitality, or community-based setting.
- Spanish fluency or proficiency in another language used by KidsPlay families.

Physical Demands

This is an active, on-site management position in a busy children's museum. The Guest Service Manager must be able to perform the essential functions of the position, with or without reasonable accommodation, including:

- Move throughout public and staff areas of the Museum to supervise operations, respond to visitor and staff needs, and assist during emergencies.
- Remain active and engaged in visitor-facing operations for extended periods during the workday.
- Recognize and respond appropriately to alarms, emergency signals, and other safety-related communications.

- Use near, distance, and peripheral vision as needed to operate computers and other systems, monitor visitor-facing spaces, recognize people and conditions throughout the Museum, and respond to safety concerns.
- Use computers, point-of-sale systems, phones, and other equipment required for daily operations.
- Move or assist with materials and supplies weighing up to 30 pounds when needed.
- Work in an active public environment that may include high noise levels, crowds, changing activity levels, cleaning and art materials, and occasional outdoor conditions.

Reasonable accommodations may be provided to qualified individuals with disabilities to perform the essential functions of the position.

Schedule expectations

This full-time position requires 40 hours per week, Tuesday to Saturday or Sunday to Thursday. This position is required to start early or end late and includes weekend activities.

Compensation and Benefits

- Annual salary range of **\$50,000–\$55,000**, commensurate with experience.
- Paid Sick Leave according to KidsPlay policy and applicable Connecticut law.
- Earned Time Off beginning at 15 days per year for eligible full-time employees, governed by current Museum policy.
- SIMPLE IRA with employer match, subject to plan terms and eligibility requirements.
- Access to voluntary supplemental insurance benefits through Aflac.
- KidsPlay does not currently offer employer-sponsored health insurance.

Application Process

Please submit an application via kidsplaymuseum.org

Please be prepared to submit

- Cover Letter with an expression of interest
- Resume

Please note:

- Letters of reference or a list of references with contact information will be required for finalists at a later date.
- At KidsPlay Children's Museum, we prioritize the safety and well-being of children, families, and staff. All prospective employees must complete a comprehensive background screening after receiving a conditional offer.
- Phone inquiries, mail, or in-person submissions will not be accepted.

KidsPlay Children's Museum, Inc. is an Equal Opportunity Employer and a Drug-Free Workplace.

*Guest Service Manager
KidsPlay Children's Museum, Inc.*