

Guest Services Supervisor

MoSH

Located in Memphis, TN, MoSH (the Museum of Science and History; the Museum) seeks to create a community of people who share a richer understanding of one another and the world around us. The Museum consists of the Pink Palace Museum, the Lichterman Nature Center, the Coon Creek Science Center, and other historical properties. We inspire discovery through collecting, preserving, and interpreting the cultural histories and natural sciences that shape our region.

Join our team as we embark on an exciting phase of executing our new vision. Our museum is committed to telling our story by:

- Advocating for Authenticity – Illuminate varying perspectives and uphold accurate interpretation, without glossing over tough ideas.
- Magnifying Belonging – Building active audiences through outreach, co-creation, and participatory inclusion.
- Embodying Holistic Stories – Incorporating context and presenting lesser-known stories to portray a complete, systemic picture of the region and its history.
- Constructing Intersections – Creating welcoming common spaces that encourage serendipitous and unstructured engagement and foster meaningful interactions between diverse groups of people.

Responsibilities

- Assists in the daily operations of the museum Shop and Box Office
- Supervises part-time Guest Services staff that support all areas of business
- Prepares work schedule for part-time staff
- Trains new employees in the shop and box office POS, general sales, and operations
- Directs, explains, and demonstrates work practices and procedures
- Effectively communicates with internal staff as well as outside vendors
- Supports Retail Services and Box Office throughout the day to ensure redundancy in coverage in the shop and box office
- Resolves customer complaints and provides information regarding all programs offered by MoSH
- Observes workers to ensure that services to customers are performed courteously and correctly
- Performs established procedures to bring system on-line and to back-up system
- Trouble shoots computer problems by working with computer software company representatives to resolve issues
- Assists with buying, merchandising and receiving for museum store.
- Must be able to walk, stand, stoop, carry and lift to 50lbs.
- Work schedule includes day, night and weekend hours and may fluctuate based on staffing requirements.

- All other duties, essential or otherwise, as may be assigned by manager.

Range of Experience

- High school graduate
- Five years' experience, with three of those five years in a supervisory capacity. Background in retail operations, product development, merchandise selection, customer service, or closely related field, or any combination of experience and training which enables one to perform the essential job functions.

Compensation

The salary for this position is \$31,500+. Compensation is commensurate with experience and abilities. The Museum offers a full range of benefits, including health care, vacation and sick leave, 401k with a 5% match, and death and disability insurance. The Museum also offers life, dental and vision insurance.

To Apply

Submit one document with cover letter (providing your salary requirements and how you learned about the position) and your resume via email to:

Jacqueline Norfolk

Human Resources Manager

Jacqueline.norfolk@memphistn.gov

Applications will be accepted until the position is filled. MoSH values diversity throughout our museum. In order to tell authentic, holistic stories of our region's history, culture and science, MoSH strives to create a diverse workforce to support our collections, exhibits and programming. MoSH is an Equal Opportunity Employer.

Writing samples, a short presentation, and references may be required from finalists. Academic, credit, and criminal background checks will be conducted before a final offer is made.

More information about MoSH can be found on our website at www.moshmemphis.com.