

Henry

Museum Services Manager

ABOUT THE HENRY

The Henry Art Gallery was founded as Washington State's first art museum in 1926, on the principle that art stimulates inquiry, fosters knowledge, and builds healthy communities. Located on the campus of the University of Washington (UW), Seattle, the Henry is internationally recognized as a pioneer in the research and presentation of contemporary art. Learn about our mission and vision: henryart.org/about.

POSITION PURPOSE

The Museum Services Department ensures a welcoming museum experience for visitors and staff alike. The Museum Services Manager (MSM) is responsible for organizing and administering the overall operation of the Museum Services department. This encompasses visitor experience, security, and volunteer management. The MSM proactively develops, proposes, and implements new ideas and tools to improve the museum experience in order to create positive impact upon audience comfort, safety, and in-gallery visitor engagement. The MSM collaborates with other departments to achieve this goal. The MSM directly manages the Museum Services Supervisor and Museum Services Leads; and manages the Visitor Services Representatives and Security Guards in coordination with the Museum Services Supervisor.

COMMITMENT TO EQUITY

The Henry acknowledges the historical structures and social dynamics that have continuously oppressed communities of color, and we acknowledge our part in institutional racism. We also acknowledge that we are situated on the land of the Coast Salish peoples.

We are actively committed to racial equity and to building a strong foundation of inclusivity and awareness in all we do. We value discourse that brings forward voices and positions that have been — and continue to be — oppressed. We do not tolerate hate speech or actions. We recognize that we are in the process of embodying these values across our exhibitions, programs, and operations; this is our ongoing work.

The Henry Art Gallery is a part of the University of Washington. For more information about race and equity at the UW, see u.washington.edu/raceequity.

SPECIAL NOTE: In consideration of employee health and safety during COVID-19, this position will be set up to work remotely when possible until regular onsite administrative work resumes, at a date to be determined. Due to the nature of this position's work, some onsite hours may be necessary before that time. The museum has onsite health and safety policies and procedures that the employee will be expected to follow.

STATUS: Regular, full-time, FLSA non-exempt, benefits eligible

REPORTS TO: John S. Behnke Director

SALARY RANGE: \$55,000 - \$60,000 annualized at 36 hours per week, DOE

SCHEDULE: Tuesday – Friday; Some evenings and weekends may be occasionally required

ESSENTIAL FUNCTIONS: Duties and responsibilities include, but are not limited to:

Visitor experience and engagement

- Work closely with Director to define the museum’s vision for visitor experience and ensure that vision is understood and shared across departments
- Advance bold initiatives that change and challenge existing views of what the museum’s visitor experience can and should be
- Think strategically and creatively to examine the full Henry visitor experience, from pre-visit planning to in-gallery learning, and identify areas that can be strengthened or grown
 - Partner with Curatorial department to develop pre-visit materials and in-gallery learning tools and strategies
 - Partner with Communications Team to identify possibilities for in-gallery digital engagement, to assess how printed materials and signage contribute to the visitor experience, and to assess other intersections of visitor experience and marketing
- Develop and manage the tracking, reporting, and evaluation of museum attendance for regular gallery visits, programs, and events
- Identify and proactively seek out opportunities for admissions partnerships (temporary and long term) with other area museums and community institutions
- Develop and lead customer service/hospitality trainings
- Respond to visitor comments, concerns, and questions that cannot be handled at the supervisory level
- Relay visitor comments, concerns, questions, and other visitor experience insights to appropriate museum staff
- Set Admissions Desk Membership sales goals and initiatives in coordination with Development Team
- Ensure museum exhibitions and programs are accessible in collaboration with Curatorial Department and Facilities Manager

Security

- Develop, lead, and enforce museum security protocols and initiatives
- Responsible for overall management, repair, and administration of museum security systems
- Review, implement, and monitor policies and procedures for building use in partnership with Facilities Manager
- Work with Exhibitions Manager and Facilities Manager to address security and facilities concerns for upcoming exhibitions
- In coordination with Facilities Manager and Museum Services Supervisor, act as part of the on-call response team to all after-hours security and/or facility alarms and concerns
- In partnership with Facilities Manager:
 - Timely address facilities concerns brought forth by visitors and staff
 - Develop and facilitate all-staff safety trainings

- Ensure museum facilities are well maintained and operating correctly

Event support & management

- Plan and execute special events for the museum as they relate to museum services in coordination with other staff
- Manage admissions and other crowd flow logistics; serve as on-site manager for programs and events as necessary; lead event set up and breakdown as necessary
- Manage the Events Volunteer Program in coordination with Museum Services Supervisor
- Ensure the museum is in compliance with all applicable laws and regulations for events and programs in coordination with event/program manager

General & administrative

- Develop and manage the annual budget for visitor and security services
- Create and manage systems, training, and performance standards for all Museum Services staff
- Collaborate with multiple departments to ensure the visitor and security perspective is represented and considered in the planning of exhibitions, programs, events, and other projects
- Lead the hiring of all Museum Services staff
- Conduct annual performance appraisals for Museum Services Supervisor and Museum Services Leads
- Other duties as assigned

QUALIFICATIONS:

REQUIRED

- A passion for making connections with and creating elevated experiences for customers
- High school diploma or equivalent
- At least seven years of progressively responsible work experience involving significant interaction with the public, preferably in a hospitality or guest services setting
- At least four years in a management role
- Clear, effective communication skills
- Ability to work independently with minimal supervision
- Dedication to working collaboratively across departments to achieve broader organizational goals
- Creative problem solving skills and a positive, proactive, and collaborative attitude
- Expertise in team-building and customer service; a demonstrated ability to develop and administer customer service trainings to staff with varying levels of experience
- Skill in interacting diplomatically with the public; ability to maintain composure and communicate effectively in the face of resistance, indifference, or other stressful situations
- Experience with developing and enforcing security protocols
- Ability to manage different personalities

DESIRED

- Experience with NCR Counterpoint and Microsoft Excel
- Experience working in an arts or cultural organization

- Experience with or an understanding of CRM software
- A basic understanding of or a willingness to learn facilities protocols and procedures

NOTE: This job description is not meant to be all encompassing. Employee may perform other related duties as directed to meet ongoing needs of the organization.

Diverse backgrounds make us stronger. We highly encourage Black, Indigenous, People of Color, LGBTQ+, and individuals of all abilities to apply.

APPLY:

To apply, please send a cover letter and resume, in one document (PDF preferred), to jobs@henryart.org. No phone calls, please. Applications received by June 11, 2021 will be considered first.