



Job Title: Museum and Guest Services Director

Reports to: Executive Director

Department: Museum

Location: Atlanta, GA

WORK SCHEDULE:

- Office hours are Monday-Friday, 9am – 5pm
- Occasional nights and weekends as needed for event coverage and exhibition de/installation.
- On site work is required of this position, following all Covid-19 guidelines in accordance with the CDC and other government agencies.

Job Summary:

The Museum and Guest Services Director is a newly expanded position for the Center for Puppetry Arts, leading the Museum team and strategic direction for the museum while also launching a new Guest Services unit. Working as a strategic partner on the leadership at the Center, the Museum and Guest Services Director will be integral to shaping the Center's day to day guest experience. The Museum and Guest Services Director will help organize and launch a new unit of staff to facilitate programs, day-to-day visitor-facing operations, and special events across departments. This new structure would include a manager and a pool of full and part-time workers to include ushers, docents, store clerks, and possible additional roles. The position oversees a team of full-time museum staff including a Collections Manager and Preparator. The Museum and Guest Services Director will help to bring unified messaging and mission delivery to the Center's program areas, providing a stable foundation for visitor-facing staff, and future museum operations.

Supervisory Responsibilities:

- Manages Museum department and new Guest Services unit full-time and part-time staff, as well as project-based contract labor or interns
- Ultimately responsible for opening and closing security of Museum and collections storage.
- Ultimately responsible for the care and security of museum collections.
- Ultimately responsible for Museum Store cash balance and inventory security.

- Responsible for front of house operations, including guest services, museum docents and support, and theater house managers.
- Responsible for the execution of events held in the atrium outside the scope of Development-specific events.

Duties / Responsibilities:

- Supervises daily activities of staff in Museum department, facilitating retention, hiring, and strategic planning, including operations of the Museum Store
- Leads the development and launch of a new Center-wide Guest Services unit of staffing.
- Manages annual income and expense budgets for department and special projects
- Collaborates with Center staff across Production, Education, and operational departments on strategic planning and future visioning for the Center, with a special focus on COVID pandemic recovery and programming strategy
- Conducts outreach for exhibition and partner programming plans
- Sets departmental season calendar
- Curates and/or coordinates annual exhibitions
- Oversees and guides priorities in collection management
- Curates purchasing for mission-aligned Museum Store
- Manages strategic size of inventory and organized reporting from inventory and sales
- Coordinates team research and writing for various audiences: database notes, collection labels, exhibition copy, digital engagement content, and marketing copy
- Strategizes opportunities on the virtual and digital platforms
- Plans and delegates operations for programs, events, exhibition rotation, store inventory changeovers
- Manages event planning and executive staff and cross-department teams.

Required Skills / Abilities:

- Candidates must have knowledge of standard museum policies and procedures according to AAM standards and knowledge of standard museum cataloguing systems
- Candidate must have academic research experience in a museum setting
- Candidate must have strong writing skills for difference audiences and platforms
- Candidate must be able to collaborate across departments and be solution-oriented in the face of challenges.
- Candidate must have exhibition design and development experience, with a foundation on museum-related project management skills
- Candidate must be detail oriented and organized, including project management skills across departments.
- Candidate should be comfortable working alone, collaboratively, and with the general public
- Candidate must have strong public speaking skills and be able to act as an advocate for the Center

- Candidate should be comfortable working across various digital platforms and software from relational databases to in-gallery technology
- Candidate with experience working with topic-specific collections and museums is a plus.

Education / Experience:

- 5+ years progressively responsible experience within a museum or cultural organization.
- Masters in History, Public History, Museum Studies, or related field preferred.
- 2+ years experience supervising staff and complex projects.

Physical Requirements:

- Must be able to lift 20 to 30 pounds and climb ladders.

Salary Range

- \$60,000.00 to \$80,000 commensurate with experience.

How to Apply

Please submit a cover letter and resume to Human Resources HumanResources@puppet.org by close of business on **Friday June 10th, 2022**.