



The Ruth Mott Foundation is accepting applications for a full time Manager of Visitor Services at Applewood Estate in Flint, Michigan. The Ruth Mott Foundation is a non-profit philanthropic organization offering grants and programs that serve the Flint community. The Foundation also owns and operates Applewood: The Charles Stewart Mott Estate to demonstrate and support its mission. The estate consists of award-winning gardens, historic buildings, and collections of art, artifacts, archives and photographs and is open to the public May through October.

**Job Position:** Manager of Visitor Services

**Job Purpose:** Oversees the strategy and operations of visitor services and volunteer functions at Applewood Estate. Serves as the primary visitor experience advocate while simultaneously promoting the welfare of the Foundation. Collaborates across the organization to ensure that all visitors experience excellent customer service and a welcoming atmosphere that supports the Foundation's goals for engaging visitor experiences and equity, inclusion, diversity and access.

**Essential Duties and Responsibilities:**

- Oversees and manages the daily visitor experience operations for open hours at Applewood Estate (Applewood is open May – October, Thursday-Sunday).
- Produces, communicates and maintains effective procedural guidelines related to visitor services and recommend improvements and changes when necessary to the Director of Collections and Education.
- Ensures the appropriate deployment of all Applewood resources to ensure an excellent, engaging and welcoming experience for all visitors (including scheduling, informational materials and signage, field trip resources, visitor and volunteer accommodations.)
- Working with Assistant Manager of Visitor Services & Volunteers, Education and Security staff, creates, facilitates and manages training for staff and volunteers in the areas of site content, safety procedures, customer service, equity, inclusion and accessibility.
- Works with Assistant Manager of Visitor Services & Volunteers to ensure that overall structure of volunteer program supports institutional goals and needs.
- Supports Assistant Manager of Visitor Services & Volunteers in conducting orientation sessions to share foundation vision, mission and values, set expectations, explain policies and safety procedures for Applewood to volunteers.
- Collaborates with appropriate staff to recommend on-site signage, wayfinding and other forms of communication to help guide and inform visitors.
- Oversees all tour and field trip scheduling and coordination in conjunction with Assistant Manager of Visitor Services & Volunteers and Education staff.
- Works with appropriate staff to identify visitor data needs and metrics. Responsible for overseeing the creation of systems for gathering, analyzing and sharing visitor data.
- Monitors staff performance and conducts performance appraisals.
- Develops and manages the Visitor Services budget. Oversees development of volunteer budget.

- Assists with development and implementation of Applewood's Master Plan particularly related to the visitor experience.
- Seeks professional development and networks with other agencies to explore and be informed of best practices processes and relevant technologies for visitor services and volunteer management.
- Completes other duties as assigned.

**Qualifications:**

- Bachelor's degree or a combination of related education and experience.
- Strong leader with a minimum of five years of experience in a museum, cultural institution or visitor attraction setting.
- Minimum of two years of supervisory experience, preferably with visitor services staff and volunteers.
- Excellent understanding of customer services standards.
- Comfortable with public speaking and experience writing communications, preparing and delivering presentations, trainings, and written materials.
- Strong interpersonal skills.
- Strong written and verbal communications skills.
- Excellent organizational and analytical skills with strong attention to detail.
- Demonstrated ability for making responsible independent judgments and decisions, positively resolving issues and people first mind set.
- Proficiency with Microsoft Office, familiarity with volunteer management and scheduling software.
- Working knowledge of visitor evaluation methodology.
- Demonstrated ability to lead, manage and motivate others.
- A solid understanding of community engagement or direct experience working collaboratively with individuals from all sectors of the community and a commitment to diversity and inclusion.
- Valid driver's license.

The Ruth Mott Foundation recruits team members that are as economically, culturally and ethnically diverse as the community we serve. We are committed to diversity and inclusion in all its forms, including but not limited to race, color, religion, sex, national origin, age, disability, height, weight, marital status, sexual orientation, protected genetic information, veteran status, or any other characteristic protected by law.

**To Apply: Email resume and cover letter to [Resumes@ruthmott.org](mailto:Resumes@ruthmott.org) by March 25, 2020.**