

Job status:	Full-Time, Exempt
Position reports to:	President & CEO
Position oversees:	Visitor Experience Manager, Office & Front End Manager, Exhibit & Facilities Manager
Compensation:	\$50,000-\$75,000 annually; PTO; Medical, Dental, & Vision Insurance; 401k after trial period; 6 paid holidays
Work week:	Tuesday-Saturday. Must have flexibility for early mornings, evenings, and additional weekends as required.

## Organization Overview

Engaging exhibits and educational activities enable children and their families to explore how and why things work – in their homes, backyards and the natural world of the beautiful Pacific Northwest. Children can simultaneously be learners and guides for their families, and caregivers can nurture the spirit of inquiry in their children. Today's kids are tomorrow's leaders, and KidsQuest helps them develop their potential through early learning classes, family workshops, parent education, summer camps and daily activities at the Museum. Children's experiences during their early years lay the foundation for success in school and later in life; as a trusted educational and cultural institution for all children and their families in the Puget Sound region, KidsQuest helps build this foundation.

## Position Summary

The Director of Visitor Experience will be responsible developing and implementing, in coordination with the Visitor Services Team, systems for the delivery of a high-quality visitor experience, and for ensuring a high level of safety and security for the staff and the patrons. This position utilizes skills in strategic planning, visitor engagement, and market research-based approaches to gain an understanding of the museum's diverse audiences and their experiences; the Director of Visitor Experience is in constant collaboration with employees at all levels to ensure the best possible experience for the entire KQCM community.

## Responsibilities and Duties

- Collaborate and serve as active participant and ally to directors and managers of all departments (Education, Development & Marketing, and Finance & HR).
- Establish training procedures, protocols, and initiatives that streamline operational success.
- Provide a healthy, inquisitive work environment where employees are respected and fostered, and life-long learning is achieved.
- Ensure overall safety and security of the Museum staff and visitors.
- Oversee overall day to day management of the Museum's exhibit floor.
- Ameliorate visitor logistics from arrival to departure.
- Develop and analyze visitor services systems to execute best practices.
- Oversee quality assurance to ensure visitor expectations are being met or exceeded.
- Actively address visitor complaints/issues and work to improve overall visitor experience.

## Qualifications and Experience

- Minimum three years in a leadership position at an educational or likeminded organization.
- Minimum two years of professional experience working directly with young children, families and/or the general public with diverse backgrounds and abilities in a constructivist learning environment.
- Experience supervising creative teams, and proven success in problem solving and conflict resolution.
- Experience in managing staff, budgets, and timelines for multiple projects while being resourceful at removing obstacles.
- Ability to communicate ideas and information in verbal and written form to different audiences.
- Proficient in Microsoft Office.
- Collaborative and communicative management style.
- Understanding and commitment to the needs and interests of young children and families with diverse backgrounds and abilities.

In order to serve the best interest of museum visitors, KQCM will:

- Conduct a criminal background check on all prospective employees
- Require proof of immunizations within thirty days of employment
- Require certification in Adult, Child, and Infant CPR, First Aid, and AED

KQCM is a non-profit that offers a unique, fun work environment where curiosity and creativity are encouraged. Our mission is to create learning through the power of play and exploration that connects children to their communities and the world. To learn more and about us, visit [kidsquestmuseum.org](http://kidsquestmuseum.org)

Résumés can be submitted to [jobs@kidsquestmuseum.org](mailto:jobs@kidsquestmuseum.org)

KidsQuest Children's Museum is an equal opportunity employer and committed to workforce diversity. We encourage people of color and other minorities to apply.