



Title: Director of Visitor Experience
Effective: June 1, 2021
Reports To: Chief Program Officer
Status: Salary/Exempt

Position Summary

Seacoast Science Center (SSC) is an established marine and natural science based museum that hosts 90,000 annual visitors at its ocean-side location in Odiorne Point State Park. The Director of Visitor Experience is responsible for all aspects of front-of-house museum operations. General responsibilities include oversight of guest services, visitor programs, facility maintenance, retail operations, and facility rentals. Reporting to the Chief Program Officer and working as part of SSC's collaborative management team, the Director of Visitor Experience, must ensure the institution maintains operating excellence, integrity, and creativity in all aspects of our visitor's experience.

Qualifications

- Management level experience in the museum field or at a relevant, customer service oriented business.
- Highly skilled at internal and external customer service with demonstrated results in effecting positive change for customers.
- Experience developing budgets and growing earned revenue opportunities.
- Demonstrated data analytics skill set, including reports creation, and data-driven approach to decision making.
- Experience in relating to the community, responding to community needs and interacting with community leaders.
- Proven achievement of operational results without compromise to the organization's mission and values.
- Proven experience in leading and building teams, and fostering a positive and collaborative working environment.
- Highly organized with experience scheduling complex projects while keeping simultaneous projects on schedule and within budget.
- Experience with digital technology and systems that support excellent customer service.
- Excellent verbal, written, interpersonal, organizational and leadership skills.
- Pass CORI background check in accordance with Seacoast Science Center guidelines.

Responsibilities & Guiding Principles

- Monitor, document, and work to continuously improve the quality of the Seacoast Science Center visitor experience.

Seacoast Science Center exists for the people coming through our doors and for those we support in the broader community in NH, northern MA and southern ME.



- Lead the visitor experience team consisting of permanent and seasonal program staff, program and facilities volunteers, facility maintenance staff, and site sales coordinator.
Seacoast Science Center thrives on creativity, collaboration, and honest communications.
- Be the “face of the SSC” on a daily basis for its visitors and onsite clients.
Seacoast Science Center must be a reflection of its community’s best self by being welcoming, inclusive, and responsive to the diverse needs of its visitors.
- Schedule and coordinate the intersection of SSC programs, volunteers, exhibits, and events with the visitor experience.
The diversity of SSC activities must reflect the diversity of interests in its community in ways consistent with our mission and core values.
- Maintain SSC’s small retail operation typically generating \$180,000 in gross sales.
SSC’s Nature Store is an expression of the mission, message, and core values of the institution.
- Work with SSC’s exhibit & aquarist teams to ensure that the Center’s exhibits support the visitor experience in ways that reflect industry standards and best practices.
SSC must provide museum learning and shared social experiences for its visitors through inquiry-based-programs and exhibits that advance both natural science and relevant conservation messaging.
- Actively participate as a member of SSC’s management team, representing the perspective of our visitors and advocating for the interests of the SSC visitor experience team.
The continued evolution of SSC as an important and relevant community asset depends on listening and coordinated leadership.
- Oversee site sales coordinator and support on site SSC events hosted by the SSC programs and advancement teams to ensure that visitors to the Center have the best possible experience, whether they visit for education, recreation, or social reasons.
SSC believes that each visitor presents a critically important opportunity to expand the Center’s culture of gratitude and philanthropy.

Please send a resume and letter of interest to careers@sscnh.org to begin your application. No paper applications will be accepted. As a measure to minimize internal hiring biases, all candidates should be prepared to respond in writing to a short series of questions intended to give them the opportunity to map their skills onto SSC’s vision for its Director of Visitor Experience. SSC will use these responses as the initial filter for all applicants. Failure to submit a response to the short answer questions will result in a candidate being removed from further consideration.

The Seacoast Science Center is committed to creating a diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.



**SEACOAST
SCIENCE CENTER**

INSPIRING CONSERVATION OF OUR BLUE PLANET