

**Position Title:** Visitor Services and Sales Manager

**Classification:** Full-time, exempt, schedule Sunday – Thursday

**Reports to:** Director of Operations

**Salary Range:** \$52,000-\$60,000 per year based on experience



**Summary:** The Visitor Services and Sales Manager will oversee Visitor Services, Gift Shop, Memberships, and Group and Facility Rental sales. This role is responsible for developing and implementing procedures and managing the day-to-day operation at the admission desk, retail store, and exhibit hall, to both enhance the visitor experience and raise earned revenue to support the Science Factory’s mission. The Manager will be a leader who guides the Visitor Services Team towards operational excellence, meets customer service standards, and proactively identifies opportunities to enhance the visitor experience. This role ensures that Visitor Services staff members understand and work toward organizational goals in admissions, memberships, and retail sales. The Manager will participate in meetings, planning sessions, and training with other departments to ensure alignment and understanding of shared goals and responsibilities.

## **Key Responsibilities**

### **Visitor Services & Admissions**

- Manage the daily admissions process, including opening, closing, daily admissions, ticket sales, group visits, memberships, cash management, and register operations.
- Coordinate Visitor Services activities with other department heads to ensure smooth operations on a day-to-day basis and meet agreed upon customer service standards.
- Support staff and volunteers during group visits and special events by interacting with group leaders, assisting with materials set up, and understanding logistical considerations.
- Serve as the primary on-site contact for customer service with groups and families, including, but not limited to, visitor questions, complaints, or incidents. Escalate to the director when appropriate.
- Receive and implement advanced training on point-of-sale system and CRM database to continually improve operations.
- Actively participate in and present at cross-departmental planning meetings, including budgeting, goal setting, and strategic planning.
- Establish high quality standards and standard operating procedures that improve efficiency.
- Serve as the “manager-on-duty” for the facility as needed. The manager on duty is responsible for the smooth operation of the facility during their shift, prioritizing work and directing activities of all staff, serving as the main point of contact for customer service inquiries, handling emergencies, and communicating with other leaders if needed.

### **Retail Store Sales and Operations**

- Responsible for meeting annual sales goals for retail items and staying within a budget for retail expenses.
- Implement sales strategies for meeting annual retail sales goals.
- Select and order new merchandise that is aligned with programming, exhibits, special event promotions, and the organization’s mission.
- Inventory and order items related to scout visits.
- Ensure the store is clean, well-stocked, and displays are engaging.
- Oversee the tracking of inventory, including entering new arrivals.
- Troubleshoot issues with pricing, barcodes, or applicable discounts.

- Compile and share data and generate reports.

### **Memberships**

- Develop annual budget and sales strategies for memberships and lead the team to implement these strategies successfully.
- Promote the growth of the membership program, which allows guests to engage more deeply with the Science Factory and its educational mission.
- Review constituent data for accuracy. Print and mail membership cards in a timely way.
- Train and coach other Visitor Services staff on best practices for entering membership data.
- Compile and share sales data and generate reports.

### **Group Sales**

- Work with the team to set the budget, goals, and strategies for group visits.
- Work directly with customers to schedule group visits. Proactively implement sales strategies.
- Ensure the exhibit hall is ready to open and monitored throughout the day to reset and restock exhibits regularly, ensuring visitor safety and a positive visitor experience.
- Ensure routine daily cleaning tasks and paperwork are completed. Restock exhibit supplies and be able to troubleshoot common issues.
- Assign staff and volunteers to exhibit hall-related tasks as needed.

### **Facility Rentals and Special Events**

- Work directly with customers to schedule facility rentals.
- Coordinate logistics of facility rentals, including scheduling of staff.
- Support and assist with the planning and execution of public programs.

### **Team Leadership and Supervision**

- Hire, schedule, train, and coach staff at the admission desk, exhibit hall, reservations, and retail store.
- Orient new staff to processes and procedures at the front desk, memberships, register, and gift shop. As needed, set up additional orientation with other departments.
- Develop goals and objectives for Visitor Services staff, monitor performance, conduct performance reviews for team members, and provide opportunities for professional development.

### **Preferred Qualifications:**

- 3+ years of advancing leadership experience in retail, sales, or operating a public venue.
- 3+ years' experience supervising staff.
- Associate's degree in business or related field or equivalent experience.
- Knowledge of retail sales strategies with additional training provided.
- Experience working with a point-of-sale system. Our current system is Altru/Blackbaud, with training provided.
- Positive attitude and exceptional teamwork, problem solving, and communication strategies.
- A desire to grow and learn.
- A passion for STEM Education and community impact.
- Actively promote inclusion and belonging in STEM in all that you do. You have a desire to work with people from a variety of backgrounds and experiences.

### **Physical Demands of the Job**

These physical demands represent the physical requirements necessary for an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of the job.

- Regularly required to talk and hear.
- Frequently required to be standing/walking.
- Frequent bending, kneeling, or stooping.
- Occasionally lifting up to 30 pounds.

### **Child Abuse Clearance and Background Check Requirements**

This position must complete a Federal FBI Criminal Background Check, Pennsylvania criminal and child abuse clearances, and any other required clearances at the time of hire. Employer assistance with these clearances is available.

*The Lancaster Science Factory is an equal-opportunity employer.*

### **To apply:**

Send completed application and/or resume to Amanda Bakay, Director of Operations, [abakay@tlsf.org](mailto:abakay@tlsf.org). Forms may also be filled out in person at The Lancaster Science Factory during regular business hours.

## About The Lancaster Science Factory

Founded in 2008, The Lancaster Science Factory's non-profit mission is to inspire curiosity, creativity, and confidence by fostering an inclusive environment for hands-on STEM exploration. We actively seek to make our facility and educational programs accessible to all.

