



**Job Title:** Guest Experience Manager  
**Full-Time Position:** Salaried - Exempt  
(Weekend hours required)  
**Starting Wage:** \$42,000 to \$45,000  
**Anticipated Start Date:** Immediately  
**Hiring Supervisor:** Micaela Balzer

#### **Position Duties:**

1. Manage daily operations in the guest experience sector, including but not limited to groups and daily visitors.
2. Co-create and continuously evaluate the experience brand for Impression 5 as it is delivered in public program engagement. Which includes, but is not limited to, exhibit experiences, daily programming, and guest interactions.
3. Manage all educational special events, which include meetings with sponsors, developing programming, material management, including training and supervision of volunteers and staff.
4. Manage and innovate all public program engagements offered to visitors of Impression 5. Development of programs must be aligned with the educational philosophy of Impression 5.
5. Develop, train, and manage experiences in birthday parties, workshops, and other educational offerings.
6. Training and supervision of Guest Experience Coordinators, Guest Experience Innovators, and Guest Experience Team Members who will deliver and develop public programs in the First Impression Room, and the Science Center.
7. Schedule guest experience team members weekly to meet the needs of the weekly operations.
8. Coordinates volunteer activities as it relates to the experience sector of science center operations.
9. Support new initiatives in the educational department with brainstorming and planning.
10. Supports daily operations, opening, and closing of the Science Center.
11. Support staff in the absence of the Director of Innovation and Learning.

#### **Position Requirements:**

- Must have excellent leadership qualities, and supervision experience preferred.
- Must be imaginative and creative to develop science content-based programs.
- Must be able to communicate effectively and professionally in person and over the telephone.
- Must have excellent communication skills and be able to utilize computer and Windows-based software.
- Must keep up-to-date with current museum industry trends as it relates to the education programs, and can work with a short deadline in mind and communicate ideas effectively.
- Must be able to coordinate and lead multiple programs at one time.
- Experienced in the development and delivery of educational programs.
- Must have excellent customer service skills.
- Must be able to work amid large crowds while maintaining a pleasant, customer-focused attitude.
- Must be able to work effectively with little to no supervision, pay attention to details, and have a strong work ethic.
- Ability to endure a physically and mentally demanding environment, including long periods of physical work.
- Must have a valid driver's license and acceptable driving record.

#### **To Apply:**

Please send a resume or application to Micaela Balzer, [balzer@impression5.org](mailto:balzer@impression5.org). Contact Micaela by phone at (517) 485-8116 ext. 144, with any additional questions.

#### **Notice:**

A criminal background check is performed for all individuals who are employed or volunteer at Impression 5 Science Center. Unsatisfactory results of the background check will disqualify applicants from further consideration.