

Job Description: Visitor Experience Manager

Job Title: Visitor Experience Manager
Department: Operations
Reporting to: Chief Operations Officer
Duration: Full time with 3-month probation period
Start date: As soon as possible

Background

Zeitz Museum of Contemporary Art Africa (Zeitz MOCAA) is a public not-for-profit contemporary art museum which collects, preserves, researches, and exhibits twenty-first century art from Africa and its Diaspora; hosts international exhibitions; develops supporting educational and enrichment programmes; encourages intercultural understanding; and guarantees access for all.

Main Purpose

The main purpose of the Visitor Experience Manager (VEM) role is to manage the Operation of the Front of House, Reception Desk, Track Shed, Ticket / Membership Sales Desk, Audio Desk, and the Atrium. The VEM is also required to maintain and ensure a Visitor Centric approach throughout the museum by providing a friendly, vibrant and safe environment for visitors and customers. The role is also responsible for the organisations COVID-19 compliance.

Key Responsibilities:

- **Front of House (FOH) Operations Management:** Manage the FOH operations to align with the museum mission, ethics and agenda. Daily Duty Manager by ensuring smooth and efficient management of the FOH operations. Develop strong communication and line reporting procedures to guide service implementation, making improvements or changes where required and suggest changes to the Director. Ensure daily smooth and efficient management of the FOH operations. Manage the Point of Sale systems and ensure printing and payment equipment are working correctly. Manage the team to drive visitor centric service. Develop and maintain FOH standard operating procedures and policies.
- **Stakeholder Relationships:** Manage suppliers and keep them informed of the museum requirements. Liaise with various museum departments on programs and exhibitions to keep self and team updated of these. Maintain productive relationships with internal & external stakeholders. Hold meetings with key stakeholders.
- **Resource Management:** The post holder will be responsible for managing a team with varying degrees of functions and duties. Lead and drive teams' performance and high standard of customer experience. Compile a workforce plan to determine adequate staffing weekly, over peak and non-peak periods. Manage performance, leave and employee relations issues and resolve these.
- **Finance Management:** Develop and manage FOH department budget. Manage the daily Kitchen consumables, stationery stock and ensure stock take accuracy is achieved. Compile monthly visitor analysis and financial reports and submit to leadership team according to agreed deadlines. Ensure daily cash ups balance against point of sale



system data. Manage cash control to minimise shrinkage by conducting random spot checks and investigate float discrepancies.

- **Visitor Centric Approach and Customer Satisfaction:** Drive exceptional visitor and customer service standards and ensure that FOH team adheres to these. Manage and respond to the visitor information via email and phone timeously to uphold the museum reputation. Manage daily public tours
- **Health and Safety Compliance:** Oversee and drive the organisations compliance. Ensure Covid-19 compliance by correlating and communicating to the 16(1) any hazards or risks identified by employees and communicate the outcome thereof. Assist the Department of Health with contact-tracing by granting access to the attendance registers.
- Other duties as assigned.

Note: A more detailed Job description can be shared on request.

Job Specification:

Requirements necessary to conduct the job successfully

- Willing to work weekends, public holidays and sometimes overtime for events
- Speaking proficiency of additional language/s besides English and the major SA languages i.e. Xhosa, Zulu, Afrikaans: German, Spanish, French or Portuguese would be advantageous
- Basic First Aid – Level 1 training

Competencies

- Excellent people leadership and management skills with a proven track record in this area
- Exercise excellent judgement and decision making and be totally visitor and customer service driven
- Good Housekeeping management skills
- Strong administration and coordination skills, with a methodical approach and attention to detail
- Able to multi-task, work to tight deadlines when necessary and produce high quality work under pressure
- Good Product Knowledge to engage visitors and customers
- Excellent verbal and written communication skills and the ability to communicate effectively with internal and external stakeholders at all levels
- Ability to work independently and deliver work within the agreed timeframes
- Effective, high level of complex and quick problem-solving skills
- Strong computer skills, including the use of Microsoft Office applications, email services and the internet as well as a willingness to learn new computer skills as required.
- Good team and cross functional working and collaboration
- Ability to adapt to changes as and when they occur
- Excellent professional, ethics and integrity when working with visitors/ customers and managing FOH
- Ability to work under pressure and with large volumes of local and international customers/visitors and maintaining a calm demeanour

Education

- Relevant Diploma/Degree or Certificate related to Hospitality



Experience

- 5 years' experience dealing with Visitors/customers in a Hospitality, tourism or similar environment
- 3 years management or supervisory experience

Knowledge

- Knowledge of the Tourism and Hospitality industry
- Understanding the Cultural industry
- Financial Management
- Disciplinary and Labour Law procedures
- Database Management and record keeping
- Budget development & control
- Health & Safety Legislation and Compliance

As a cutting-edge equal opportunity institution, Zeitz MOCAA celebrates diversity in all its forms including gender, race, creed, and orientation. Zeitz MOCAA is committed to Employment Equity and particularly welcomes applications suitably qualified Historically Disadvantaged Individuals (HDIs) for this position.

To apply please send your CV and a covering letter to: careers@zeitzmocaa.museum, closing date, **14 October 2020**.

Physical address:

Silo District, V&A Waterfront, Cape Town, South Africa, 8002

Contact details:

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