

# Supervisor, Visitor Services

## **Supervisor**

Manager, Visitor Services

## **Job Level**

Senior Associate

## **Classification**

Exempt

## **Location**

Chicago, IL

- This role will be required to be onsite five days per week, which may include weekends, evenings, and holidays.

## **Travel Requirements**

Not applicable

## **Purpose of the Role**

Working closely with the Manager, Visitor Services, this role will provide operational support to enhance the visitor experience. Duties will involve supervising Visitor Services staff at varied locations and managing daily operations including ticketing, coat check and a contact center. This position will also involve administrative tasks and escalating priorities appropriately to maintain workflows in alignment with the Obama Foundation Goals and Standard Operating Procedures.

As the Supervisor, Visitor Services, you'll be reporting directly to the Manager, Visitor Services.

## **Core Job Responsibilities**

- Day-to-day shift leadership of public-facing staff in service of Museum ticketing processes, coat check, information desks, access control, greeters and contact center.
- Work closely with the Manager of Visitor Services in a fast-paced work environment to ensure guests receive a world-class, welcoming experience, facilitating visitor access throughout their visit. Address and resolve visitor inquiries, complaints and feedback promptly and professionally.

- Promote an inclusive and accessible environment aligned with the Obama Presidential Center mission and goals.
- Collaborate with internal teams to maintain a working knowledge of Center programming and exhibits in order to facilitate accurate flow of information from staff to visitors.
- Assist in the recruitment and training of Visitor Services Staff.
- Maintain accurate records of staff hours and performance, inventory, cash banks and other logs and reports.
- Serve as Manager-On-Duty as assigned.
- Perform other duties as assigned.

## **Key Deliverables / Outcomes**

- Oversight of Visitor Services staff including but not limited to ticket purchases, contact center, accessibility resources, and crowd management. Provide back-up support on the floor as needed.
- Coaching and mentorship of a diverse staff of Visitor Services Associate team members to achieve departmental and Foundation goals.
- Maintain training processes for staff, including use of digital systems and cash handling.
- Assist in the implementation and maintenance of Standard Operating Procedures to improve operational efficiency.
- Maintain a working knowledge of the Americans with Disabilities Act standards and legal requirements to facilitate a welcoming and accessible environment.
- Foster a welcoming environment by actively promoting and delivering exceptional service throughout the entire customer journey, both in-person and online.

## **Required Qualifications**

- Commitment to an inclusive, accessible, and diverse work environment; ideally experienced in leading teams in a customer-centered space, cultural institution, or an educational setting.
- Interest or experience in a public-facing role with accountability for mission-oriented goals.
- Demonstrated knowledge of cash handling procedures, contact center functions, ticketing services, guest services, or related fields. Proficiency in Google Suite is a plus.
- Excellent communication and interpersonal skills with the ability to balance multiple priorities and ability to resolve issues in a fast-paced environment.
- Flexibility of hours including but not limited to early morning, late night, weekends, and holidays across campus in both indoor and outdoor environments. Ability to work out of the Obama Presidential Center in Jackson Park.

The salary range for this role is between \$79,040 and \$98,800.



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#### Foundation Values

The Foundation Values are Courage, Empathy, Integrity, Accountability, Community, Inclusivity, Pragmatism, Resilience, Imagination, and Hope.