



AGA KHAN MUSEUM

Visitor Services Manager

The Aga Khan Museum, located in Toronto, is a public institution dedicated to the arts and cultures of Islam in all their historic and geographic diversity. The Museum's mission will be to inform, educate, and inspire audiences from all cultures by presenting art created in the Islamic world throughout the past fourteen centuries, along with current paths of artistic practice and cultural development. The Museum is currently scheduled to open later this year.

Purpose of Position

The Visitor Services Manager will be at the forefront of all visitor engagement experiences within the Museum. The incumbent will be responsible for maintaining and coordinating all daily operations and for overseeing policies and procedures that promote a welcoming, first-rate experience for Museum visitors. The Visitor Services Manager will manage daily visitor services needs, including cash procedures, front-line staff management, and special events/performance programs.

Key Responsibilities

- Develop, implement, and maintain procedures for the admission ticketing system, including working with the Department of Finance and IT to ensure terminal setup, reliable operability, maintenance, and periodic updates to the admissions software and hardware to facilitate ticketing and reporting needs.
- Lead the daily operations of the admissions desk with a focus on customer service, organization, and efficiency, ensuring visitors are attended to professionally and promptly.
- Supervise, train, and schedule Visitor Services Associates.
- Make certain that front-line staff adhere to admission procedures, including ensuring that the daily register is balanced, checked by Security, and secured until the next business day when transmitted to the Finance Department. Also ensure that outgoing information is current and accurate.
- Maintain a well-informed, working knowledge of the exhibitions and services available at the Museum for ongoing training of visitor service staff.
- Serve as an advocate for the visitor while simultaneously promoting the welfare of the Museum. Communicate with a variety of visitors with diverse interests and abilities to ensure a positive Museum experience. Resolve visitor concerns and complaints promptly and to their satisfaction and to that of the Museum.
- Work with the Education Department to ensure proper invoicing, timely payments, and processing with regard to school/group tours. Input and process sales income. Work with the Finance Department to ensure Museum payment policies and procedures are followed and that record-keeping is accurate and timely to maintain financial and data integrity.
- Generate monthly reports for the Finance Department to reconcile activity as needed for financial statements.
- Work in conjunction with Manager, Performing Arts, to ensure box office reporting is followed through in accordance with operating procedures.



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- Generate monthly visitor reports for Marketing, including details such as total number of visitors, how they heard about the Museum, area of origin, etc..
- Assist in preparing the annual Visitor Services and Volunteer Department budget and monitor approved budget.
- Manage front-line staff and volunteers in consultation with the Business Development Manager and the Human Resources Manager.
- Assist the Business Development Manager with the implementation and enforcement of AKM standard uniform protocol for the admission desk.
- Participate in appropriate committee activities such as attending monthly meetings and providing administrative support as and when needed.
- Attend weekly Performing Arts and General Bookings Meetings.

Education, Knowledge, and Experience

- Bachelor degree in a relevant field with three years of related customer service work experience and at least two years of supervisory experience, or an equivalent combination of education, training, and experience.
- Knowledge of visitor service practices and procedures and familiarity with box office practices. Previous experience in arts and/or leisure audiences preferred.
- Knowledge of financial record-keeping practices and procedures with excellent business math skills.
- Solid computer skills. Knowledge of ticketing point of sales systems highly desirable. Tessitura experience preferred.
- Customer-oriented, with the ability to develop and implement effective initiatives and strategies to ensure consistent excellent customer service.
- Ability to train, direct, supervise, evaluate, and motivate staff and volunteers.
- Ability to work in a fast-paced environment. Adhere to deadlines; demonstrate flexibility in meeting shifting demands and priorities.
- Ability to establish and maintain effective working relationships with staff, volunteers, and members of the public. Exercise tact and diplomacy at all times. Demonstrate an understanding of protocol and sensitivity to cultural diversity issues.
- Flexibility to work some weekends, holidays, and special event hours (including evening shifts).

To Apply

Please send your cover letter and résumé to akm.hr@akdn.org on or before June 20, 2014.

The Museum thanks all those who apply. However, only shortlisted candidates will be contacted.