



JOB TITLE: Visitor Experience Manager

CLASSIFICATION Full-time, exempt position	ANNUAL SALARY Starting annual salary range of \$48,000–\$50,000
DEPARTMENT Operations	REPORTS TO Senior Director of Finance and Operations

SCHEDULE

Wednesdays through Sundays, 10:00 AM to 6:00 PM

*As weekend operations are vital to the museum, this position **requires consistent presence on Saturdays and Sundays**. This role is an excellent fit for candidates who are comfortable with Mondays and Tuesdays as their regular days off.*

Some off-schedule hours, including occasional evenings, are also required for special events, exhibition openings, and other museum activities.

POSITION SUMMARY

The Fabric Workshop and Museum (FWM) seeks a full-time **Visitor Experience Manager** (VEM) to oversee the museum's reception and gallery services. Primarily through the management of FWM's Visitor Services Assistant (VSA) team, the VEM ensures an exceptional guest experience from arrival to departure. This dynamic role serves as the primary advocate for the guest experience, collaborating across departments to align front-of-house operations with exhibitions, events, and public programs. Additionally, the VEM oversees use of the point-of-sale (POS) ticketing system, drives wayfinding and accessibility improvements, and works closely with operations leadership to maintain safety protocols that protect staff, guests, and artworks while fostering a welcoming, enriching, and inclusive environment for all.

DUTIES + RESPONSIBILITIES

Visitor Experience Management + Daily Operations

- Oversee the welcome desk and galleries, manage VSA scheduling and callouts, timesheet approvals, and daily team communications to ensure seamless coverage and operational flow.
- Maintain an active physical presence on the floor to assist guests, supervise the VSA team, and monitor the overall condition of the museum. This includes upholding high aesthetic standards (directing VSAs in light tidying, etc.). Coordinate with housekeeping team, as needed.
- Serves as the primary escalation point person for complex guest concerns, while providing guidance and support to front-of-house staff and helping ensure a welcoming, safe, and positive experience.
- Oversee front-of-house execution of the POS system, train staff on check-in procedures, brief the team on expected daily RSVP volumes, and reconcile weekly attendance numbers for senior leadership and funder reports.
- Proactively share visitor feedback and wayfinding challenges with leadership to shape operational guidelines and collaborate on solutions that improve how guests navigate the museum.
- Coach staff on effective guest engagement and inclusive service practices while supporting the safety of visitors, staff, and the protection of artwork.

Interdepartmental Collaboration

- Closely partner with the Exhibitions team to create gallery opening/closing procedures, translate exhibition content into VSA training materials, and monitor/report any risks or damage to the artwork.
- Coordinate with Education and other departments to provide staffing and support for tours, workshops, and special events, ensuring spaces are prepared and groups receive a warm welcome.
- Maintain and keep current FWM's emergency procedures and safety training. Working closely with operations and facilities leadership, this role helps schedule trainings and drills, manages critical safety supplies (e.g., shelter-in-place resources), and assists in coordinating emergency responses.
- Collaborate with Advancement, Communications, and Education departments to develop visitor engagement strategies (focused on encouraged giving and repeat visits) and implement ongoing accessibility initiatives.

Staff Management + Development

- Recruit, hire, and manage a guest-focused VSA team, administering comprehensive onboarding, ongoing cross-training, and regular performance evaluations.
- Foster a workplace atmosphere centered on continuous growth, teamwork, and hospitality while actively spotting opportunities to streamline operations without compromising the guest experience.

SUPERVISORY RESPONSIBILITIES

- Directly supervises 8–12 part-time, unionized employees: Visitor Services Assistants (represented by AFSCME Local 397).
- Carries out supervisory responsibilities in accordance with the organization's policies, applicable laws, and the Collective Bargaining Agreement (CBA).

QUALIFICATIONS

Education

Bachelor's degree preferred, or equivalent professional experience.

Relevant fields include **Arts + Culture** (*Arts Administration, Museum Studies, Art Education*), **Hospitality + Public Spaces** (*Hospitality, Event, or Tourism Management*) or **Business + Operations**.

Experience

Minimum of two (2) years of demonstrated management or supervisory experience, including:

- Directing and evaluating staff in a high-volume, public-facing environment.
- Coordinating complex workforce logistics, including daily and long-term scheduling.
- Overseeing day-to-day front-of-house operations, guest relations, or facility operations.

Preferred (but not required)

- Familiarity with the unique needs and operations of non-profit, mission-driven, and community-focused organizations.
- Previous experience managing staff within a unionized environment and familiarity with Collective Bargaining Agreements (CBAs).

While a formal arts degree is welcome, we highly encourage candidates with strong operational and hospitality management backgrounds to apply, provided they have a demonstrated interest in the arts and community engagement.

CORE COMPETENCIES

Operational Excellence: Maintains high standards of execution across front-of-house operations, visitor services, staffing, and facility presentation. Balances attention to detail with the ability to manage multiple priorities in a dynamic environment.

Judgment + Problem Solving: Gathers and evaluates information, exercises sound judgment, and develops practical solutions to operational, visitor, and personnel challenges. Remains resourceful and adaptable when addressing unexpected situations.

Collaboration: Builds productive relationships across departments, communicates proactively, and works effectively with colleagues to support exhibitions, public programs, events, and shared organizational goals.

Team Leadership: Recruits, develops, and motivates staff through clear expectations, feedback, and accountability. Fosters a team culture grounded in hospitality, professionalism, and mutual respect.

Planning, Organizing + Workforce Coordination: Effectively manages schedules, staffing assignments, resources, and competing priorities. Anticipates operational needs, adapts quickly to changing circumstances, and ensures consistent coverage and service standards.

Integrity + Inclusion: Upholds organizational values by treating all people ethically and respectfully. Adapts communication approaches to build trust and maintains a deep sensitivity toward diverse identities--specifically queer, disability, and historically underrepresented communities--to ensure an inclusive, accessible environment for staff and visitors.

PHYSICAL DEMANDS + WORK ENVIRONMENT

- Frequently required to stand and walk.
- Continually required to sit, use hand and finger dexterity, communicate verbally, hear, and utilize visual acuity to operate equipment, read information, and use computer systems.
- Occasionally required to climb, balance, bend, stoop, kneel, crawl, and lift, push, or carry items weighing up to and exceeding 50 pounds.
- Occasionally exposed to wet or humid conditions, moving mechanical parts, elevated work areas, fumes, airborne particles, chemicals, and moderate to loud noise.

The above is intended to describe the general content of and requirements for the performance

of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TO APPLY

To apply, please submit a letter of interest, resume, and contact information to opportunities@fabricworkshopandmuseum.org.

Please include "**Application: Visitor Experience Manager**" in the subject line. Applications will be accepted until the position is filled.

Selected candidates will be contacted for an interview.

FWM's COMMITMENT

The Fabric Workshop and Museum is an Equal Opportunity Employer (EOE). All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status. FWM's culture embraces diversity within the workplace, and outside, and welcomes all candidates to apply, without fear of discrimination. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. Offers of employment are contingent upon the return of a satisfactory background check.

THE FABRIC WORKSHOP AND MUSEUM

The Fabric Workshop and Museum (FWM) is an internationally acclaimed contemporary art museum devoted to the creation, presentation, and preservation of innovative works of art. Its mission—*Collaborating with artists, revealing new possibilities*—embodies a 50-year commitment to helping artists experiment with the expressive possibilities of a broad spectrum of new materials and techniques. Through its renowned Artist-in-Residence Program, FWM provides artists at all stages of their careers with the opportunity to collaborate with its studio staff and take their work in fresh and often unexpected directions. FWM presents large-scale exhibitions, installations, and performative work, utilizing innovative fiber and other media including sculpture, installation, video, painting, photography, ceramics, and architecture. Founded in 1977, FWM brings this spirit of creative investigation and discovery to an eager audience, broadening access to art and advancing its role as a catalyst for innovation and social connection.

Museum Entry: General admission is free (suggested donation of \$10).

Hours: Visit us Wednesday–Friday, 12:00–6:00 pm; Saturday–Sunday, 12:00–5:00 pm. Closed Mondays and Tuesdays.