



AIR FORCE MUSEUM FOUNDATION, INC.

VISITOR SERVICES FLOOR SUPERVISOR POSITION OPENING

The Air Force Museum Foundation seeks a full-time Visitor Services Floor Supervisor.

Introduction

The Air Force Museum Foundation (AFMF) was chartered in 1960 as a philanthropic corporation with the purpose of supporting the National Museum of the United States Air Force (NMUSAF).

The Foundation works to raise funds and awareness in support of the Museum's mission - to inform and educate the public on the important role of the U.S. Air Force in the nation's defense. To date, the Foundation has raised nearly \$100M from donors to fund the capital construction costs for the world's largest military aviation museum. In addition, donors help to restore aircraft, educate the public, install new exhibits, hold special events, support volunteers, and maintain a world-class collection.

Position Description

The Air Force Museum Foundation Visitor Services department is open seven days a week. The Visitor Services Floor Supervisor position provides front-line leadership and on-the-floor supervision of staff serving in all Visitor Services areas to enhance the day-to-day operation and administrative functions of the business.

This position works under the direct supervision of the Manager, Visitor Services (MVS). This position is supervisory, full-time, hourly, and non-exempt.

Duties and Responsibilities

The Visitor Services Floor Supervisor will have the following areas of responsibility:

Supervision

- Supervise all Visitor Services Staff working at each location run by Visitor Services Department of AFMF.
- Work with the MVS to train all staff to provide safe and exceptional visitor engagement to all museum visitors.
- Work with the MVS to ensure all staff are completing their work in accordance with established OIs, policies, and procedures.
- Work with the MVS to provide real-time training/coaching/mentoring to staff in order to meet or exceed defined performance metrics in the completion of their duties.





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- Arrange break and lunch break schedules to provide uninterrupted visitor engagement during hours of operation.
- Work with the MVS to update the daily staffing schedule, when required.
- Provide feedback for performance appraisals to the MVS.
- Assure that all team members on duty are in proper uniform and are aware of any special functions to occur during their work hours.
- Assist in training new team members in all sales positions to maximize sales and customer service. Provide necessary refresher training in all operations to include emergency procedures, security, etc.
- Maintain procedural and personal discipline to assure safety and customer service standards are not compromised.
- Other duties as assigned.

Operations

- Responsible for ensuring Visitor Services Staff are providing exceptional visitor engagement, following health and safety policies for visitors and staff at all times.
- Implement and execute established policies and procedures to ensure effective management and control of all operations.
- Respond to visitor complaints and comments.
- Responsible for replenishing all materials distributed to visitors and maintaining workstation supplies and desk appearance to be visitor ready at all times.
- In the absence of the MVS, work with Director, Visitor Services to address any issues with operation.
- Provide input to the MVS regarding new policies and procedures to implement to improve business performance.
- Ensure on time arrival for scheduled shift times, in uniform designated in the AFMF uniform policy.
- Staff locations as required.

Funds Control

- Ensure all daily financial opening/closing processes are followed.
- Facilitate register balance checks at the end of the day and reconcile deviations between cash count and ticket system/register sales receipts.
- Ensure cash in all donation bins is accurately counted, recorded, and the cash bag is deposited according to opening/closing processes.
- Inform the MVS of any concerns or observations regarding security of funds or process improvements.





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Qualifications

- Computer literate; proficient with Microsoft Office suite.
- Strong interpersonal and written and oral communication skills.
- Customer-focused; service-oriented.
- Flexibility, enthusiasm, and professionalism to work effectively with military leaders, corporate and community leaders, Foundation Board members, and Museum/Foundation diverse constituents.
- Self-motivated with the ability to exercise considerable independence in the performance of day-to-day duties.

Minimum Education and Experience Requirements

- 2+ years supervisory experience/experience in visitor services preferred.

Physical and Environmental Requirements

- Frequent bending, kneeling, and lifting up to 50 lbs.
- Frequent standing, walking and reaching around the theater.
- Noise level may be moderate to high at times.
- Be able to work in a standing position for extended periods of time.

Job Location:

- Dayton, OH (on-site at the National Museum of the USAF).

Compensation

- **Pay Rate:** \$20.96/hour.
- **Benefits:** Health Insurance, Dental Insurance, Vision Insurance, Short-term Disability Insurance, Life Insurance, Employee Assistance Program, Paid Time Off (PTO) Leave, paid federal holidays, 401K Plan with employer match of 100% up to 5% of employee salary.

Other Significant Facts

- The National Museum of the United States Air Force is open seven (7) days a week, from 9:00 am – 5:00 pm, and on select evenings for special events. Candidate must be able to work to meet those needs, as necessary. Weekend hours are required of this position.
- The Air Force Museum Foundation performs background checks on 100% of its employees prior to hiring. Candidate must be willing to submit to a background check, as a condition of employment.





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- The Air Force Museum Foundation is an equal opportunity employer and does not discriminate on the basis of any characteristic protected by law.
- This is a non-DoD position with a private organization and does not require military service (including commission and enlistment).

AFMF Vision:

To educate, inspire, and connect the world to Air and Space.

AFMF Mission:

Raise funds and awareness to support the National Museum of the U.S. Air Force mission.

AFMF Core Values:

Candidate must agree to adhere to the Air Force Museum Foundation's Core Values:

Passion – Performing our roles with purpose, pride, and a positive attitude.

Integrity – Accepting responsibility for our actions by making business decisions through experience and good judgment.

Accountability – Dedicated to achieving positive results; owning and learning from our successes and failures.

Respect – Committed to an inclusive and collaborative work environment.

Interested applicants should submit applications to:

The Air Force Museum Foundation, Inc.

hiring@afmuseum.com

Please include your resume and cover letter as email attachments.
Please include your first and last name in the titles of these attachments.

