



JOB POSTING

Position Title: Director of Guest Experience
Department/Division: Operations

Reports To: VP, Operations & Capital Projects
Status: Full-time, Exempt

Overview:

The Buffalo Society of Natural Sciences, which comprises the Buffalo Museum of Science and Tiff Nature Preserve, is a highly valued and historic organization in the Buffalo community dedicated to inspiring joyful exploration of science and nature through engaging experiences, unique resources, and exceptional staff. We believe that science creates opportunities and shapes our world. We take pride in providing an environment that inspires curiosity, self-directed learning, and fun for our guests of all ages.

Summary of Position:

The Director of Guest Experience is a senior-level position charged with creating an exceptional and seamless visitor experience from entry to exit, ensuring that offerings reflect the Society's mission, vision, and values. This role provides leadership and hands-on execution across various guest experience areas, including presentations, demonstrations, the museum shop, and concessions. The Director of Guest Experience will guide a talented team, ensuring the creation of inclusive and engaging experiences that enrich the visitor journey. A key responsibility is to identify, develop, and diversify revenue generating programs while maintaining alignment with the Society's educational and mission-driven goals. This opportunity requires a transformational leader who brings an innovative mindset and the ability to set a compelling vision and strategic direction for guest experience. This position is ideal for an established professional seeking to advance their career through a strategic, impactful role in a dynamic cultural institution.

Essential Responsibilities:

- Plan and direct all aspects of guest experience programs, creating a welcoming and inclusive environment enriched with engaging experiences.
- Strategically identify and develop revenue generating experiences that contribute to diversifying sources of earned revenue.
- Responsible for planning and executing informal demonstrations and stage presentations that captivate visitors and ignite their curiosity.
- Strategically enhance the entire guest experience, from informal interactions to memory-building moments, and opportunities for meaningful take-away science.
- Collaborate with other departments to support events.
- Ensure the production of fun, engaging, and educational stage presentations that align with the Society's Mission.
- Lead and evaluate all merchandising operations, including gift store, kiosks, and e-business programs (online merchandise), coordinate with food vendors and other suppliers.
- Foster productive, professional, and collaborative relationships with direct reports, peers, and executive leadership, ensuring alignment and a unified approach to achieving goals.
- Inspire, hire, train, and develop a passionate team, empowering them to deliver exceptional guest experiences and grow professionally.

- Develop and manage department budgets to meet and exceed annual goals.
- Oversee the ticketing system to support and elevate the guest services and sales initiatives.
- Build and maintain efficient and accurate internal systems and procedures; produce reports and analysis as necessary.
- Manage the timely completion of projects through leadership that fosters innovation, collaboration, and the ability to execute dynamic and engaging guest experiences.
- Build and maintain mutually beneficial relationships with other organizations.

Education, Experience, Skills, and Qualities Required:

- Bachelor's degree in a related field of study such as hospitality and tourism, business management, or science education.
- 5-7 years of professional work experience in guest experience, at least 5 years previous supervisory experience required.
- Strong knowledge of informal learning, general science content, and museum programming.
- Demonstrated skill and experience in developing and facilitating high quality informal STEM experiences for a variety of age groups.
- Strong leadership skills, ability to excite staff around shared goals, and willingness to initiate new practices.
- Ability to think strategically; able to plan and prioritize the work of self and others.
- Strong strategic, analytical, organizational, and personal communication skills.
- Able to establish program goals, measuring progress against goals and analyzing results.
- Experience in creating business/financial plans to support income and expenses.
- Must have excellent customer service skills and demonstrate impeccable professionalism and discretion.

Physical Demands:

- Sitting for long periods of time at a work desk/computer on a daily basis.
- The ability to lift up to 50lbs.
- Willingness and ability to travel.
- Regular attendance is an essential function of the job

To Apply:

The annual salary for this position is \$65,000-\$80,000, along with a competitive benefits package. Interested candidates should send cover letter and resume to Resumes@GoldhawkHR.com.

Equal Opportunity Employer:

The Buffalo Society of Natural Sciences is an equal opportunity employer, and strongly encourages expressions of interest from people of color, individuals living with disabilities, women, and the LGBTQ+ community. All qualified applicants will be afforded equal employment opportunities without discrimination because of race, color, creed, religion, sex, age, national origin, citizenship, sexual orientation, marital status, or any other classification protected by federal, state, or local law.