



OCEANSIDE MUSEUM OF ART

Visitor Experience & Volunteer Manager
Oceanside Museum of Art - Oceanside, CA

About OMA

Proudly located in the heart of the Oceanside, California Cultural District, Oceanside Museum of Art (OMA) is dedicated to bringing people together to explore the art and stories of Southern California artists since 1997. Through inspiring exhibitions, award-winning education programs, and dynamic events, activities, and offerings, OMA visitors of all ages, interests, and backgrounds experience a welcoming, friendly, and inclusive hub for creativity, connection, and learning through art. A little edgy, willing to take risks, and unpretentious, OMA is a reflection of the identity of the coastal community of Oceanside along the cultural corridor between Los Angeles and San Diego. OMA showcases the best visual arts talent in the region and celebrates the inspiring and transformative power of art. For more information, visit www.oma-online.org.

To apply: Please send your cover letter and resume to jobs@oma-online.org or visit <https://oma-online.org/jobs/>

Job Description

The Visitor Experience and Volunteer Manager plays a pivotal role in crafting the visitor experience at OMA by designing an inclusive, inviting and creative space to welcome guests. This position demands a strategic thinker with experience in art and cultural communities; and excitement for tracking visitor data and creating consistencies and standard operating procedures to be utilized across the visitor, volunteer and retail experience.

This position reports to the Director of Operations and Programs and works closely with cross-departmental teams, including exhibitions, education and programs, marketing, and facilities to align efforts with overall museum objectives. The ideal candidate is outgoing and inspiring with a knack for data-driven strategies, and ability to manage multiple priorities. This role manages visitor service associates, docents, volunteers and interns and fosters an upbeat and responsive culture.

The Visitor Experience and Volunteer Manager position encompasses strategies from experience design to implementing ticketing and on-site workflows for admission, special events, programs, and tours while defining and supporting policies that ensure a safe and welcoming environment for guests and volunteers of diverse backgrounds and abilities.

Job Type: Full-time. Often requires evenings and weekends.

Compensation: Annual salary of \$66,560.

Benefits Include:

- *Vacation*: 10 days per year, accrued from hire date plus 10 paid holidays and 2 floating paid holidays.
- *Sick Leave*: 10 days per year, accrued from the hire date
- *Retirement*: 403(b) employee contributions + employee matching offered (discretionary)
- Full suite of employee benefits and professional development provided by Insperity, Inc. *Health Insurance*: OMA pays 100% of Individual medical, dental, and vision (employee pays the difference between individual and family)
- *Membership*: Free Patron level membership including NARM and ROAM plus a 25% discount at the museum store

TYPICAL DUTIES AND RESPONSIBILITIES**Visitor Experience**

- Oversee daily operations of the museum's visitor experience including front desk, ticketing, store sales and other visitor needs. Responsible for management of opening and closing of the museum, front desk and museum store registers, and end-of-day drawer reconciliation.
- As a key member of the Program and Operations team, this position maintains a leadership role in the Emergency/Safety Planning Team and is responsible for scheduling CPR/AED, RBS certification and safety training for Visitor Services Associates (VSA's), volunteers and staff annually.
- Hire, train, manage, and schedule part-time VSA's responsible for day-to-day visitor experience, including volunteer task management.
- Responsible for all aspects of check-in processes for onsite programs and events, including staffing and audience flow.
- Create ticketing pages for OMA programs and events; liaise with the Marketing department on website updates, museum closures, and more.
- Provide monthly reporting for programs, events, and daily admissions.
- Assure the safety of visitors, volunteers, staff, works of art, and museum facilities by following and enforcing all related policies and procedures.
- Facilitate on-site resources to assist differently-abled guests to enjoy the museum.
- Maintain a high standard of cleanliness, organization, and artful presentation in all public areas.
- Ensure an exceptional level of customer service and timely communication across all constituents and interactions.
- Serve as a frontline brand ambassador to embody and reinforce the museum's mission, vision and values.
- Remain informed on museum updates and stay up to date with and monitor the museum newsletter, website, social media, signage, and other communications to ensure continuity of positive visitor experience.
- Ability to pivot and support other requests from leadership as needed.
- Maintain a positive, solution-oriented mindset for creative and proactive problem solving.

Volunteers

- Oversee Volunteer Program and protocols, including recruitment, training, and scheduling for all volunteer opportunities.
- Develop and manage volunteer schedules in collaboration with department leads, ensuring adequate coverage for all museum programs and events and daily operations.
- Communicate and collaborate with volunteer leadership in the Docent program to train and schedule docents for tours and special events.
- Coordinate with the Education Manager to schedule and manage student Discovery Art Tours.
- Act as liaison for internship opportunities across the organization, including scheduling and mentorship.
- Maintain accurate records of volunteer hours and activities.
- Organize, and conduct regular volunteer training sessions and orientations, including updating the Volunteer Handbook on an annual basis.
- Recognize and celebrate volunteer contributions through events and awards.

Qualifications:

- Minimum 3-5 years in management or supervisory role in visitor service, customer service, retail and/or volunteer management role.
- Must have an interest and the ability to work with people of all ages and backgrounds.
- Demonstrated ability to work independently with strong creative problem-solving and interpersonal skills.
- Ability to use sound judgment in responding to inquiries, feedback, complaints, and medical and other emergencies.
- Must have experience with CRM platforms including ticketing services.

Skills and Abilities

- Working knowledge of common organization-specific and other computer application programs.
- Must be able to lift 35 pounds.
- Knowledge of and continued interest in the arts.
- Informed about best practices and trends in local, regional, and national audience and volunteer engagement trends.
- Working understanding of experience design.
- Demonstrated proficiency in written and spoken Spanish is a plus.

Oceanside Museum of Art (OMA) is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation or political affiliation.

Cultural Equity Statement

To support a full creative life for all, Oceanside Museum of Art commits to championing policies and practices of cultural equity that empower a just, inclusive, equitable community.

Mission

Bringing people together to explore the art and stories of Southern California.

Vision

A community transformed by art.

Values

Spirited, Innovative, Original, Engaging, Inclusive