



The Cathedral
Church of **Saint John**
the Divine

Job Posting Manager, Visitor Services & Retail Operations

Department: Public Education & Visitor Services
Reports to: Director, Public Education & Visitor Services

Mission

The Cathedral Church of Saint John the Divine, the mother church of the Episcopal Diocese of New York and the Seat of its Bishop, is chartered as a house of prayer for all people and a unifying center of intellectual light and leadership. It serves the many diverse people of our diocese, city, nation, and world through an array of liturgical, cultural, and civic events; pastoral, educational, and community outreach activities; and maintains the preservation of the great architectural and historic site that is its legacy.

The Position

The Visitor Services and Retail Manager is a multi-faceted role, reporting to the Director of Public Education and Visitor Services, that supports the Department of Public Education & Visitor Services (PEVS) and works closely with the departments of Cathedral Programming & External Affairs; Cathedral Productions; Music; and Liturgy. It requires poised interaction and professionalism with visitors, worshippers, Cathedral staff, tour operators, patrons, artists, and volunteers. Areas of responsibility center on internal operations to enhance the visitor experience; managing Visitors Services staff; overseeing functions in and related to the shop; assisting with box office and events; and handling important administrative duties to support this busy department. The Visitor Services and Retail Manager must have an interest in public facing customer service interactions and become familiar with Cathedral history, programming and events, point people, and resources.

1. Visitor Services Responsibilities

- Recruit, hire, train, and manage Visitor Services Assistants and Cathedral greeters
- Greet, orient, and assist all those coming to the Cathedral
- Liaise between front-of-house operations and Cathedral events
- Assist in box office oversight
- Monitor admissions and sales program, offer recommendations to Director
- Be available for troubleshooting and wayfinding to ensure positive visitor experience
- Support education and public programs

2. Retail Responsibilities

- Research and outreach to vendors that align with the Cathedral's mission, including women and minority owned businesses
- Attend bi-annual trade shows to meet with vendors and secure new products
- Source products for the shop (both in-person and online) while staying within the budget for cost-of-goods

- Organize all merchandising and displays, and maintain storage areas
- Process payments, track shipments, and assure accurate inventory in the POS; run reports, as necessary
- Train staff on the items in the Shop

3. Administrative Responsibilities

- Operate, generate, and update Visitor Center, Box Office, and Shop protocols
- Maintain ticketing and retail POS
- Monitor admissions and sales numbers and work with Director to improve participation
- Coordinate data for monthly and quarterly reports
- Generate monthly staff schedules
- Maintain supplies and storage areas
- Assist in the development of print materials
- Monitor cash handling procedures, daily deposits, and accounting reports
- Participate in appropriate conferences and workshops

Qualifications

Required:

- Bachelor's Degree with five years of visitor or customer service experience, preferably in a museum or attraction setting
- Creative, entrepreneurial, and quick-thinking approach to problem solving
- Strong listening, oral, and writing skills
- Familiarity with ticketing, reservation, and retail software systems
- Cash handling experience
- Exemplary interpersonal, team-building, and conflict resolution skills
- Dependability; attention to detail and time management
- Energy and flexibility in fast-paced environments with the ability to multi-task
- A desire to learn about and share the offerings of the Cathedral with the public
- A sense of humor, humility, and collegiality

This is a full-time, non-exempt position with a full benefits package. Ability to stand, sit, and walk for extended periods. Ability to bend, kneel, and lift up to 25 pounds. The Cathedral hires without regard to race, gender, religion, sexual orientation, national origin, age, disability, or marital or veteran status.

- **Sunday through Thursday schedule.**
- Adjusted hours will be necessary for approximately 15 events a year.

Desired

- Fluency in Spanish a plus; all foreign language abilities desirable
- Ability to lead public and private tours for adults

Compensation

Excellent benefits offered.

Compensation is competitive and will be based on experience.

Application Instructions

Email resume and cover letter to position@stjohndivine.org with "Manager, Visitor Services & Retail Operations" in the subject field. No calls, please.