



GUEST ENGAGEMENT MANAGER, FULL-TIME

Maymont is a 100-acre historic estate and park, located in Richmond, Virginia, with many unique experiences for all to enjoy, including a historic mansion, The Robins Nature Center, arboretum, formal gardens, and habitats for native Virginia wildlife and farm animals. With seasonal events and programs, and space for private rentals and celebrations, over 800,000 guests enjoy Maymont yearly. Since 1975, Maymont has been maintained and operated by the nonprofit Maymont Foundation, committed to creating experiences that delight, educate and inspire its guests.

The Maymont Foundation is seeking a Guest Engagement Manager who will be responsible for all aspects of guest engagement and will provide a positive experience for guests at Maymont. This individual oversees direct communications and interactions with guests to ensure that they have consistent experiences at Maymont that delight, educate and inspire them. The manager will serve as a guest advocate and brand ambassador before, during and after guests' visits including incoming phone calls, email inquiries and on-site assistance at The Robins Nature Center, historic estate and other points of interest. The manager will collaborate with other team members to develop and implement customer satisfaction strategies and cross promotional opportunities for new and existing experiences at Maymont including orientation at all entrances, audio tours, and on-site communications. This position is responsible for admission and on-site program sales and promotion, retail products, vending, and on-site fundraising-related transactions, as well as selecting and ordering retail merchandise and monitoring inventory with goals to increase earned income, encourage activity and participation, and strengthen visitation and public interest. The manager collects and tracks visitor data and reports weekly, monthly and annual visitation numbers. The Guest Engagement Manager hires, trains, schedules and supervises guest engagement staff and volunteers. In addition, this role supports the Maymont marketing department by assisting with upcoming promotions, preparing reports and other duties as assigned.

Essential Functions include:

- Professionally and efficiently manage and enhance the positive guest experience at Maymont – which includes The Robins Nature Center, the historic estate, the farm, native wildlife habitats, and 100 acres of parkland and gardens – to support the mission and financial sustainability of Maymont
- Serve as a guest advocate and brand ambassador before, during and after guests' visits
- Manage on-site ticket sales and the retail merchandise, vending and food service programs including purchasing, pricing, inventory, display and financial reporting and analysis
- Collaborate with other team members to develop and implement guest experience strategies and cross promotional opportunities for new and existing experiences to engage audiences at Maymont
- Ensure dissemination of accurate and timely information to guests and staff regarding Maymont's programs, services, exhibits, support, opportunities and FAQs
- Hire, train, schedule, and manage guest engagement staff, oversee customer service training for all staff, and ensure that the visitor desks and other guest services touchpoints are staffed appropriately
- Support marketing as needed including data entry
- Participate in and help support special events
- Other duties as assigned

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and perform other job-



related duties. This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship.

Core Competencies:

- Excellent customer service skills
- Demonstrated ability to collaborate within and across teams
- Ability to professionally communicate both verbally and in writing
- Strong analytical, data gathering, and problem-solving skills
- Strong attention to detail
- Ability to work independently while leading and inspiring a team
- Flexible, creative, and innovative

Education and Experience:

- 3+ years of customer service in retail, hospitality or similar guest-facing environment
- Experience using point-of sale system; Cashier Live preferred
- 2+ years of purchasing, inventory management, and merchandising preferred
- 2+ years of basic financial and data analysis preferred
- 2+ years of experience managing and scheduling employees
- Bachelor’s degree in hospitality, management, or related field preferred
- Valid VA Driver’s License required

Physical Demands:

- Frequent standing and walking for extended periods
- Bending, stooping and lifting up to 50 lbs.
- Ability to safely operate a motorized vehicle
- Ability to work inside and outside in all weather conditions
- Specific vision abilities required by the job include close vision, distance vision, depth perception, and the ability to adjust focus

Competitive compensation and benefits package include paid-time-off and health, dental, vision, disability and life insurance. To be considered for this position, please send a cover letter and resume to: employment@maymont.org. Please include the position title in the subject line.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

EOE Maymont Foundation is committed to creating a diverse environment and is proud to be an equal opportunity employer. All applicants for employment must be authorized to work in the United States.

To keep staff safe, personal protective equipment including hand sanitizer, gloves and masks are provided as appropriate. Protocols for social distancing are in place.