
Sales Team Lead

The Miriam P. Brenner Children's Museum has been a beloved spot for families to explore, play, and learn together for over 25 years! As we continue to grow and create exciting new opportunities, we're looking for a dynamic leader to guide our sales team. If you're a manager with a passion for excellent customer service, a keen eye for detail, and the ability to bring organization to a fun and creative environment, this is the perfect role for you. Join us and help make the magic happen at the Museum!

Mission: The Miriam P. Brenner Children's Museum (MBCM) engages children and families of all ages in fun, learning experiences which contribute to their growth and development through play, creation, outdoor exploration, and STEM experiences. MBCM is a 501(c)3 nonprofit organization.

Reports to: COO

Hiring Range: \$18.50 - \$21 per hour

Position Status: 40 hours per week. non-exempt

Position Schedule and Hours:

Monday - Friday 8am - 5:00pm with flexibility in hours depending upon program needs. Occasional evenings and rotating weekends are required.

Roles and Responsibilities

Management

- Supervise the sales team including hiring, training, performance reviews, coaching, and scheduling.
- Develop and manage budgets including revenue goals and Museum programs with multi-grant expenditures.
- Provide backup coverage for visitor services team leaders as needed.
- Work alongside the visitor services management team to ensure that associate level staff are trained and performing to customer service standards.
- Implement and adapt standard operating procedures.

Sales Administration

- Be the main contact for MBCM's revenue generating programs including but not limited to group sales, camps and classes, memberships, birthday parties, ticket sales, gift shop, and facility rentals.
- Providing excellent service to guests and clear communication with staff from the point of sale to day-of logistics.
- Update and manage the internal and public calendars, database, and scholarships.
- Manage gift shop inventory.

Direct Sales

- Work with Marketing and Education to maintain accurate communication, create promotional materials, and manage all aspects of sales and registration.
 - Generate sales leads.
 - Create, implement, and evaluate sales strategies.
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- Work with marketing to ensure that sales information is effective, engaging, and up to date across platforms.

Additional Duties (15-20%)

- Assist with fundraising tasks, including entering grant data and communicating with donors.
- Jump in! We are a small team and much of what we do requires a spirit of flexibility and collaborative teamwork. Whether it is sitting on an event committee or bringing an ice pack to a camper, a small part of every day brings new opportunities and challenges.

Qualifications

- Min. 2 years supervisory experience
- Demonstrated excellent customer service skills
- Experience working with one or more of these systems: online registration system, point of sale system, client management system, email marketing system, Excel, Microsoft Word or database.
- Excellent communication skills, both written and verbal
- Working knowledge of elementary school operations and policies as they pertain to offsite field trips.
- Candidates must have the ability to multitask, make informed decisions, and to organize and prioritize daily work and multiple job responsibilities.
- Must be able to function well in a team environment.
- Must be able to sit and view a computer screen for up to 2 hours at a time.

Preferred Qualifications

- Fluency in more than one language
- Three or more years of experience in a management role
- Three or more years of experience in direct sales

To apply: Please email a resume, letter of interest, and two professional references to sashton@mbcmuseum.com. Application period ends April 9, 2025.

The Miriam P. Brenner Children's Museum provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, genetic information, sexual orientation, marital status or status as a Vietnam era or special disabled veteran, sex, including pregnancy, national origin, age (for those 40 years of age or over) or disability.