



## FULL-TIME ENTRANCE HALL FLOOR SUPERVISOR POSITION OPENING

The Air Force Museum Foundation, Inc. seeks a full-time Entrance Hall Floor Supervisor.

**Position Description:** The Air Force Museum Foundation Entrance Hall (EH) business is open seven days a week. Reporting to the Entrance Hall Manager (EHM), the Entrance Hall Floor Supervisor position provides front-line leadership and on-the-floor supervision of staff and volunteers serving in the EH to enhance the day-to-day operation and administrative functions of the business.

### **Responsibilities:**

#### **Supervision**

- Supervise all AFMF staff and volunteers working on the floor of the Entrance Hall (Donor Experience Associate-II (DEA-IIs), Attractions staff, and NMUSAF volunteers volunteering for the Foundation to staff an EH station). *\*Does not supervise NMUSAF volunteers, including those serving at the Mobility Station in the EH.*
- Work with the EHM to train all staff and NMUSAF volunteers serving in the EH to provide exceptional visitor engagement to all museum visitors.
- Work with the EHM to ensure all EH staff are completing their work in accordance with established OIs, policies, and procedures.
- Work with the EHM to provide real-time training/coaching/mentoring to EH staff and NMUSAF volunteers serving in the EH in order to meet or exceed defined EH performance metrics in the completion of their duties.
- Arrange break and lunch break schedules to provide uninterrupted visitor engagement during hours of operation.
- Work with the EHM to update the daily EH staffing schedule, when required.
- Provide feedback for performance appraisals to the EHM.
- Serve as the EHM backup. In the absence of the EHM, perform all supervisory/managerial duties.
- Other duties as assigned.

#### **Operations**

- Responsible for ensuring EH staff and NMUSAF volunteers serving in the EH are providing exceptional visitor engagement and, following health and safety policies for visitors and staff at all times.





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- Implement and execute established policies and procedures to assure effective management and control of EH operations.
- Respond to visitor complaints and comments in the EH.
- Responsible for replenishing all materials distributed to visitors and maintaining workstation supplies and desk appearance to be visitor ready at all times. Keep the EHM informed, lead time away, of low stock inventories.
- Provide input to the EHM on the maintenance and acquisition of EH assets and signage.
- In the absence of the EHM, work with Development colleagues to resolve any EH related issues/problems.
- Provide input to the EHM regarding new policies and procedures to implement in the EH to improve EH business performance.
- Staff an Entrance Hall station as required.

### **Funds control**

- Ensure all daily financial opening/closing processes are followed.
- In the absence of the EHM approve Attractions vouchers refunds when necessary and follow established policies/procedures for documentation and notifying Attractions staff.
- Ensure cash in the EH donation bin is accurately counted, recorded, added to the end of day EH stats, and the cash bag is delivered to the Museum Store staff daily.
- Inform the EHM of any concerns or observations regarding security of funds or process improvements.

### **Qualifications:**

- At least two years of communications, marketing, or sales experience
- Excellent written/verbal communication skills
- Approachable and outgoing demeanor
- Detail-oriented
- Self-motivated
- Demonstrated track record of success
- Knowledge of and enthusiasm toward the U.S. Air Force and its history is preferred
- Knowledge of Entrance Hall business preferred
- Demonstrated ability and willingness to enhance performance of the EH team by providing coaching & mentoring to individual EH team members and the entire team.
- Adherence to strict confidentiality of member and donor-related information, as well as all gift information files, documents, and reports





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- The Air Force Museum Foundation performs background checks on 100% of its employees prior to hiring. Candidate must be willing to submit to a background check, as a condition of employment.
- The Air Force Museum Foundation requires that all employees provide COVID-19 vaccine verification/or have an AFMF approved medical or religious accommodation, as a condition of employment.
- The National Museum of the USAF is open seven (7) days a week from 9:00 am – 5:00 pm. Candidate must be able to work to meet those needs. Donor Experience Associate II's are part-time employees. DEA II's will typically work 24-32 hours per week, including weekends. Evening hours may be required to support special activities/events.
- The Air Force Museum Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

### **AFMF Vision:**

Honoring every Airmen's story with a permanent home to inspire future generations.

### **AFMF Mission:**

Raise funds and awareness to support the National Museum of the U.S. Air Force mission.

### **AFMF Core Values:**

Candidate must agree to adhere to the Air Force Museum Foundation's Core Values:

- Passion – Performing our roles with purpose, pride, and a positive attitude
- Integrity – Accepting responsibility for our actions by making business decisions through experience and good judgment
- Accountability – Dedicated to achieving positive results; owning and learning from our successes and failures
- Respect – Committed to an inclusive and collaborative work environment





## AIR FORCE MUSEUM FOUNDATION, INC.

### **About the Air Force Museum Foundation, Inc.:**

The Air Force Museum Foundation was founded in 1960 as the philanthropic corporation that assists in the development and expansion of the facilities of the National Museum of the United States Air Force™ (NMUSAF), located at Wright-Patterson Air Force Base near Dayton, Ohio. In addition to funding capital construction and facility improvements, the Foundation provides annual funding to the Museum for special projects and underwrites several programs involving a wide range of activities geared toward education, volunteer support, special events, and promotional efforts.

Since its inception, the AFMF has gifted \$87.3M (approximately \$140M in today's dollars) to the U.S. Air Force for capital construction, including \$40.8M for the recent successful fourth building capital campaign. The fourth building opened to the public in June 2016. The AFMF funds special events such as exciting exhibit openings including the Space Shuttle Exhibit and the Doolittle Tokyo Raiders Congressional Gold Medal exhibit. The AFMF also funds monthly Family Days, the Living History Series, and the "D-Day: Freedom from Above" temporary augmented reality exhibit. The Air Force Museum Foundation gifted over \$2M for events and programs in the past five years.

Find more information at <http://www.afmuseum.com/>

### **About the National Museum of the United States Air Force:**

The National Museum of the USAF is located at Wright-Patterson Air Force Base near Dayton, Ohio, and is the service's national institution for preserving and presenting the Air Force story. Each year more than one million onsite visitors learn about the mission, history and evolving capabilities of America's Air Force.

The museum is the world's largest military aviation museum featuring more than 360 aerospace vehicles and missiles on display amid more than 17 acres of indoor exhibit space. Thousands of personal artifacts, photographs and documents further highlight the people and events that comprise the Air Force storyline, from the beginnings of military flight to today's war on terrorism.

Find more information at <http://www.nationalmuseum.af.mil/>

### **Contact Us:**

Please contact Ms. Sarah Shatzkin at [sshatzkin@afmuseum.com](mailto:sshatzkin@afmuseum.com) with your resume or application, and any other relevant information (cover letter, references, etc.) if interested.

