



PLANTING FIELDS

Visitor Experience Manager (full-time)

Hours: 9am to 5pm, Monday-Friday Some evenings, weekends, and holidays are required.

Planting Fields Foundation is seeking a Visitor Experience Manager (VEM) to advance and maintain the integrity and efficiency of all Visitor Experience initiatives of Planting Fields Foundation. The VEM advocates for the department's goals of developing audience engagement and experiences while growing revenue opportunities and goals. The VEM works closely with the Visitor Experience team to ensure excellent and consistent service is delivered across all visitor interactions and all operations adhere to Foundation policies and support organization-wide goals.

Duties + Responsibilities

- Lead the Visitor Experience team to deliver the day-to-day operations, visitor flow, visitor assistance, identifying visitor needs, welcome and wayfinding.
- Demonstrate expertise in training staff in the areas of customer service, database protocols, volunteer management, ticketing and admissions, best practices with visitor experience principals, budget tracking and reporting.
- Collaborate with the education, public program, horticultural, and the curatorial departments to produce dynamic public tour offerings.
- Develop, review, and regularly reevaluate all interpretive materials to evaluate accessibility to visitors.
- Foster a collegial environment among the Visitor Services Staff and Volunteer team, to ensure professional and consistent visitor interactions.
- Serve as the primary point of contact for the volunteer program in coordination with horticulture and other Visitor Experience staff.
- Develop volunteer training programs and related initiatives.
- Develop and monitor key performance indicators related to visitor satisfaction, team performance, and program success.
- Analyze data to identify trends, opportunities, and areas for improvement, implementing actions to enhance the guest experience.
- Manage visitor mapping program using Geographic Information Systems (GIS) application promoting, collecting, analyzing, and reporting on a weekly, quarterly, and annually basis.
- Serve as advocate regarding special admission promotions, amenities, initiatives, discounts, programming, etc.
- Monitor all informational materials and periodically inspect all public access areas to ensure cleanliness and safety for the public.

- Facilitate all public inquiries by encouraging visitors to complete comment forms and mediate escalated concerns with visitors.
- Implement an evaluation system for all Visitor Experience opportunities.
- Participate in the development and ongoing care of new wayfinding signage.
- Provide feedback to Visitor Services Associates and volunteers regarding proper etiquette standards when dealing with the public.
- Recruit, onboard and train volunteers, and staff as needed.
- Assist in creating departmental budget based on upcoming operational needs.
- Manages the Visitor Services Coordinator and Visitor Service Associates
- Revise volunteer handbook as needed.
- Other duties as assigned.
- Reports to the Director of Stewardship & Events.

Education and/or Experience

- Minimum of 5 years in leadership role in retail, sales, and other customer service environment.
- Previous constituent database and point of sale experience required; previous Blackbaud, Altru - CRM experience preferred.
- Working knowledge of Microsoft Office Suite.
- Demonstrated experience with staff scheduling.
- Excellent communication skills.
- General interest in public facing customer service experience.
- Works well under pressure in a fast-paced, solutions-focused, team environment.
- Ability to develop customer relations.
- Master's degree preferred but not required or equivalent experience.

Additional Information

This is a full-time position based in Oyster Bay, New York. The position is to be fully performed onsite at Planting Fields. Employees are eligible to participate in a generous benefits program. The salary range is \$45,000 - \$58,000.

Planting Fields Foundation is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, recruiting, promotion, termination, layoff, recall, leave of absence, compensation, benefits, training, and apprenticeship. Planting Fields Foundation makes hiring decisions based solely on qualifications, merit, and business needs at the time.

To apply, send a resume and letter of interest (both in PDF format) to hr@plantingfields.org

About Planting Fields

Planting Fields Foundation strives to preserve and make relevant to all audiences the heritage of Planting Fields, an early 20th century 409-acre estate, designed as an integrated composition of the built and natural world. Founded in 1952 by William R. Coe, the Foundation is a not-for-profit public educational foundation chartered by the New York State Board of Regents and tax exempt under the status for a 501C3 organization. Located in Oyster Bay, New York and originally landscaped by the Olmsted Brothers of Brookline, Massachusetts, the Arboretum grounds feature 409 acres of greenhouses, rolling lawns, formal gardens, woodland paths and outstanding plant collections. The original historic estate buildings remain intact including Coe Hall, a 65-room Tudor Revival mansion designed by Walker & Gillette. The interior of the house is a showcase of artistry and craftsmanship and features a distinctly American aesthetic through original ironwork commissions by Samuel Yellin and murals painted by artists Robert Winthrop Chanler and Everett Shinn. Planting Fields is included in the National Register of Historic Places. Learn more at www.plantingfields.org.