

Director of Guest Experience and Operations *Search
Extended and Revised*
Kean University

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Posted Nov. 7, 2019, set to expire Mar. 8, 2020

Job Title	Director of Guest Experience and Operations *Search Extended and Revised*
Department	Liberty Hall Academic Center
Institution	Kean University Union, New Jersey
Date Posted	Nov. 7, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Other Administrative Categories Director/Manager
Academic Field(s)	Arts/Museum/Theater Administrative Support/Services
Job Website	https://www.kean.edu/offices/human-resources/employment/staff-positions
Apply By Email	lhac@kean.edu

Job Description

Reporting to the Executive Director of Liberty Hall Academic Center, the Director of Guest Experience and Operations (Director III) is responsible for growing audiences for the University Galleries and historic site Liberty Hall, bringing new retail opportunities generating revenue streams and influencing organization-wide commitment to guest experience, including assessing, analyzing and driving the overall quality of the guest experience and daily operations of the University Galleries and Liberty Hall Academic Center facility. The Director will manage an annual calendar to ensure maximum exposure for the site and strong revenue lines and schedules full-time and part-time staff, student workers and volunteers. This position will establish and oversee pop-up retail functions.

The Director will lead a number of guest-facing functions and will be responsible for monitoring,



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coordinating and evaluating the work of all departments as it relates to the experiences that the Liberty Hall Academic Center and University Galleries deliver to guests and students in preparation for and during their visit. This position requires a flexible schedule including evening and weekend hours.

Qualifications: Bachelor's degree from an accredited college and a minimum of three years of progressively responsible experience managing operations and guest relations within a hospitality, attraction, cultural institution or similar highly customer/guest centric environment is required. The ideal candidate may have experience from a "best-in-class" retail, healthcare or service provider that embodies a highly "service-oriented" culture for customers.

Application: Please send cover letter, resume and contact information for three professional references to: Ms. Lynette Zimmerman, Executive Director of Liberty Hall Academic Center, via email to lhac@kean.edu. Previous applicants need not apply. Candidacy review begins immediately and continues until appointment is made. Official transcripts for all degrees and three current letters of recommendation are required prior to the starting date of employment.

EEO/AA Policy

Kean University is an Equal Opportunity/Affirmative Action/Veterans/Disability Employer

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact Ms. Lynette Zimmerman
Liberty Hall Academic Center
Kean University
Union, NJ

Contact E-mail lhac@kean.edu