

JOB DESCRIPTION

Location: Delta Flight Museum
Atlanta, GA

Job Title: Museum Supervisor, 1st Shift

The Delta Flight Museum seeks to hire a Museum Supervisor responsible for overseeing Museum Crew staff scheduled to work in the hangars and 747 aircraft. The Supervisor, reporting to the Director – Operations, will be responsible for the daily operations of the Museum, including the admissions desk, group visit/tour calendar, event set up/breakdown, docent requests, and front-of-house crew (called Museum Agents). Oversight responsibilities will include: agent job performance, attendance, personal appearance, compliance with Museum dress standards and work assignments.

This position will be a minimum of 32 hours per week, and while primarily in the 9am-5pm timeframe, may include some evening and holiday coverage as well.

The ideal candidate would be a self-motivated individual with excellent communication and customer service skills, and proven leadership skills. Experience working well with a variety of personalities and giving constructive feedback and instruction is a plus. The qualified individual will have at least two years experience in a customer-focused setting and have proficiency using the computer.

Job Responsibilities:

- Oversee a staff of Museum Agents
 - Make work assignments and adjustments as needed
 - Ensure lunch and break periods are covered
 - Work with the 2nd Shift Museum Supervisor to develop and conduct annual employee performance reviews
- Open and close the Museum and its admissions desk, including making deposits and getting change as needed
- Handle customer visits, inquiries, refunds, and complaints
- Assist Museum Agents when needed
- Work events as assigned

Requirements:

- 2+ years customer-focus experience
- Ability to work a semiflexible schedule, including weekends, some evenings, and holidays
- Ability to communicate effectively and work well with a small staff
- Strong computer, leadership, and communication skills
- Ability to lift up to 40 lbs and stand for extended periods of time

Position Details

- \$19/hour
- 32-40 hours/week

Employer Information

The Delta Flight Museum is a nonprofit 501(c)(3) organization whose goal is to collect, preserve, and present the history of Delta Air Lines in ways that educate and engage. It serves Delta employees, retirees, and families, Delta friends, local community, nonprofit organizations, and academic researchers. Located in Delta's World Headquarters in Atlanta, the Museum is housed in Delta's two 1940s aircraft hangars. On display are historic aircraft and permanent and seasonal exhibitions. For additional information about the Museum, please visit www.deltamuseum.org.

This position is through [AllSource PPS](#), an AgileOne company, and does not come with Delta Air Lines flight benefits.

How to Apply

- Email resume and letter of interest to: museum.delta@delta.com
- Resumes will be accepted until position is filled.