

ALBANY INSTITUTE OF HISTORY & ART

Position Title: Manager of Visitor Experience & Retail Operations

Department: Communications & Visitor Experience

Reports To: Director of Communications & Visitor Experience

Supervises: Visitor Experience Associates (Admission Desk & Museum Shop)

Job Category: Manager

Pay Range: \$42,000 - \$52,000 annually

The museum offers a comprehensive benefits plan including medical, dental, vision, paid sick and vacation time as well as access to a long-term pension program. Salary commensurate with experience.

The Manager of Visitor Experience & Retail Operations leads front-line operations at the admissions desk and museum shop, playing a critical role in shaping the first impression of the museum for every visitor. This position is central to creating a visitor experience that is welcoming, informative, and seamless from arrival through departure. The Manager oversees all day-to-day aspects of admissions and retail operations, including scheduling, point-of-sale systems, inventory management, and merchandising.

The Manager rigorously instills and upholds AIHA's mission and visitor experience standards with admission desk and museum shop staff, guaranteeing engaging, thoughtful interactions grounded in a strong understanding of the museum's exhibitions, collections, programs, and events. Working closely with the Director of Communications & Visitor Experience, the Manager also drives product development, visitor-facing messaging, data-driven decision-making, and strategic initiatives.

Visitor Experience Responsibilities

- Lead and schedule Visitor Experience Associates; train and develop all front-line staff to deliver exceptional experiences for visitors, model the highest standards of visitor service, and maintain current, in-depth knowledge of exhibitions, programs, collections, events, and campaigns
- Lead admissions, ticketing, and membership operations, ensuring a seamless, welcoming, and efficient visitor experience
- Drive on-site membership growth and conversion strategies in collaboration with Development; ensure staff confidently promote membership and deliver associated benefits
- Partner with the Director of Communications & Visitor Experience to ensure accurate, timely visitor messaging, including digital and physical signage and wayfinding
- Support the implementation of an online ticketing system to improve access, efficiency, and data capture
- Leverage visitor feedback, attendance trends, and front-line insights to inform strategy and improve engagement

Museum Shop Responsibilities

- Drive all aspects of shop operations, including buying, merchandising, and sales performance
- Manage inventory, vendor relationships, pricing, and fulfillment

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- Lead product development in collaboration with the Director of Communications & Visitor Experience and Curatorial Department, creating mission-aligned merchandise connected to exhibitions and collections
- Integrate shop strategy with broader marketing efforts, contributing to in-store and digital promotion of merchandise
- Conceptualize and execute retail-driven events, including author talks, book signings, and vendor activations, in coordination with Education and Communications
- Lead the development and launch of an online museum shop to expand reach and revenue
- Manage shop financial performance and POS strategy, using data and sales insights to drive revenue growth and inform decision-making

Experience & Core Competencies

- Bachelor's degree preferred
- 3-5 years of experience in retail, visitor services, or museum/front-of-house operations
- Demonstrated ability to train, manage, and motivate staff and volunteers
- Experience with POS systems, data tracking, and reporting
- Excellent customer service skills; ability to thrive in a fast-paced environment
- Strong communication skills and ability to translate institutional knowledge into visitor-facing interactions
- Solutions-oriented mindset; strong attention to detail
- Interest in art, history, and public engagement
- Proficiency with Microsoft Office Suite or related software. Proficiency with Adobe Suite preferred.
- Availability to work during AIHA open hours, with flexibility for evenings, weekends, and holidays as needed. Standard schedule is Wednesday-Saturday from 9AM-5PM with alternating Tuesdays and Sundays dependent on museum events and staff coverage.
- Reliable transportation.

About the Albany Institute of History & Art

Founded in 1791, the Albany Institute of History & Art is New York's oldest museum. With more than 25,000 objects in the collection and one million documents in the research library, its museum and library holdings form one of the most significant collections in the United States documenting the life and culture of the Hudson Valley region from the late seventeenth century to the present day. The broad scope of its collections includes paintings, sculptures, furniture and furnishings, prints, drawings and watercolors, antiquities, textiles and costumes, manuscripts, photographs, and more. Long-term exhibitions include The Hudson River School: Landscape Paintings from the Albany Institute, Ancient Egypt, and Nineteenth-Century American Sculpture.

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Working Conditions and Environmental Factors

The work environment characteristics described here are representative of those the employee will experience on the job. While performing the duties of this job, the employee is working in office and/or client settings and may be exposed to items such as but not limited to toner, office equipment, dust, low noise levels, dirt, and fumes.

Mental and Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Specific vision abilities required by the job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus. The employee needs to be able to read, write, and speak English fluently.

The employee will have periods of sitting at a desk and working on a computer and prolonged periods of standing. Additionally, the employee is required to talk, hear, stand, walk, use hands to finger, handle, or feel and reach with hands and arms. Dexterity to write and operate standard office machines such as computers, printers, copiers, fax machines, phones, monitors, and other office and/or presentation-related equipment are required.

The mental and emotional intelligence demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee must:

- Act as a positive role model and effectively manage emotions and demonstrate tolerance and empathy.
- Demonstrate patience and flexibility with co-workers and external constituents.
- Handle difficult and challenging situations, manage multiple priorities, and meet deadlines.

To apply, please send a cover letter and resume to employment@albanyinstitute.org by May 23, 2026. No phone inquiries.