



Friends of the North Carolina Museum of Natural Sciences

JOB DESCRIPTION

Position Title:	Guest Experience (Front of House) Floor Manager
Reports To:	Guest Experience Operations Manager
Location:	Raleigh, NC / In-Person
Job Classification:	Full-Time / Overtime Eligible
Hiring Range:	tbd
Work Schedule:	40 hours per week Schedule could include weekends, holidays, and occasional evening hours.

About Friends of the North Carolina Museum of Natural Sciences:

Friends of the NC Museum of Natural Sciences ("Friends") is a nonprofit organization whose mission is to support the NC Museum of Natural Sciences ("Museum"), the most visited Museum in the state. All Friends activities serve the broader goal of helping the Museum illuminate the natural world and inspire its conservation.

As admission to the Museum and its satellite locations is free, the Museum relies on Friends to generate earned revenue (from the Museum Stores, Café, WRAL 3D Movie Theater, special events, and exhibitions), as well as contributed income (through Museum Membership and philanthropic support) to make possible the activities that bring the Museum to life.

Position Summary:

The Guest Experience (Front of House) Floor Manager is responsible for managing and guiding sales floor staff to deliver an exceptional guest experience driving brand loyalty, while simultaneously growing sales and improving profitability for Friends.

Duties/Responsibilities:

- Opens or closes the store as assigned.
- Prepares daily cash analysis and bank deposit.
- Creates a welcoming environment for all guests through exceptional customer service.
- Maintains a positive staff culture, with a focus on good communication, training, building peer relationships and constant improvement of the guest experience.
- Works across store locations to ensure continuity of service standards, merchandising and staff training.
- Works cross functionally with BOH Floor Manager to ensure seamless execution between inventory management and guest experience including stocking the sales floor
- Creates the schedule for all associates ensuring operations within payroll budgets
- Responsible for merchandising the sales floor, in accordance with merchandising standards, to encourage guest exploration and discovery leading to sales. This includes quarterly and annual store resets.
- Train and mentors new staff on merchandising, customer service and retail systems.
- Leads daily shift meetings with on duty staff to ensure focused attention on daily activities, goals and initiatives.
- Responsible for accurate reporting of daily, weekly and monthly sales results.
- Handles all sales transactions accurately and honestly.
- Performs other duties as requested
- Performs all tasks with a clear understanding that Friends exists solely to support the Museum of Natural Sciences and that the membership of Friends is the lifeblood our organization

Required Skills and Abilities:

- Proficient with Microsoft Office Suite or related software.
- Prior experience in retail or guest service environments
- Confidence using POS systems and handling transactions
- Strong organizational and multitasking skills
- Clear and professional communication—both written and verbal
- Enthusiastic, adaptable, and eager to learn
- Team player who thrives in energetic, high-traffic spaces with diverse visitors
- Commitment to creating inclusive and memorable guest experiences
- Strong supervisory and leadership skills.
- Thorough knowledge of cash handling procedures.

Education and Experience:

- One to two years at an accredited college or university or equivalent work
- 2 years minimum prior retail experience

Physical Requirements:

- Ability to sit, stand, and walk for extended periods
- Ability to lift and carry up to 35 pounds regularly
- Dexterity to operate a computer and other office equipment
- Ability to reach and bend to access stock, supplies, and register components

Benefits:

- Medical, Dental, and Vision Insurance
- Life and AD&D Insurance
- Short and Long-Term Disability
- Paid time off for 12 sick days, 13 annual leave days
- Paid time off for 12 holidays
- Eligible to participate in the Friends of the NCMNS 401k program with employer matching after a waiting period
- Employee Assistance Program
- Friends of the NCMNS Membership & Discounts

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required for the position. All employees may have other duties assigned at any time.

Friends of the NC Museum of Natural Sciences is an equal opportunity employer. We value a diverse workforce and encourage applications from all qualified candidates without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age or any other characteristic protected by law. We are committed to building an inclusive environment where every individual is seen, valued, and empowered to thrive.