



Job Description: Longview World of Wonders

112 E. Tyler St.
Longview, TX 75601

Position: Floor Manager

Reports To: Executive Director & Assistant Director

Salary/rate: \$15/hr.

Schedule: Thursday: 1:30pm - 6:15pm

Friday: 9:30am - 6:15pm

Saturday: 9:30am - 6:15pm

Sunday: 1:30pm - 6:15pm

Position Summary:

The Floor Manager at Longview World of Wonders is the on-site leader during public hours, responsible for supervising front desk staff, overseeing daily operations, and ensuring an exceptional guest experience. This role requires strong leadership, time management, and communication skills, along with a welcoming personality. The Floor Manager maintains a visible presence on the museum floor, provides clear direction to staff, supports membership and guest services, and helps keep things running smoothly when executive staff is off-site. Prior experience in customer service or staff supervision, as well as comfort using CRM or POS systems is a plus in the hands-on role.

Qualifications:

- High school diploma or equivalent required
- Experience in customer service, leadership or facility operations preferred
- Ability to lead and motivate a team, especially younger or part-time staff
- Strong communication, problem-solving, and interpersonal skills
- Comfortable working on your feet and engaging with families and children in a busy environment

Key Responsibilities:

- Supervise and support front desk staff, delegate tasks and manage break schedules.
- Open and close the museum, including securing the facility and completing daily reports.
- Serve as onsite manager during shifts, addressing guest concerns and staff needs.
- Maintain a consistent and visible presence on the museum floor, supporting staff and ensuring exhibits are safe, clean and functional
- Assist with scheduling, training, and coaching of front desk staff, in collaboration with executive leadership.
- Manage birthday party reservations and data
- Support executive staff with admin tasks: data entry, event prep, supply tracking, and more.
- Uphold and model museum policies, safety procedures, and guest service standards.
- Communicate effectively with staff, leadership, and guests to ensure a smooth and enjoyable experience for all.

****Please email resumes to Jessica at jelkins@longviewwow.org***