



Job Title: Museum Supervisor, Guest Experience

Reports to: Director of Operations

Location: Atlanta, GA

Employment Type: Full time

Department: Operations

Position Overview

The supervisor oversees the daily operations and event execution by guiding the frontline team, maintaining service standards, and ensuring smooth shift flow. This is a working leadership role responsible for providing directions on the floor, assisting with events, and supporting the Department Director while actively performing frontline duties.

Job Responsibilities

- Support daily operations by maintaining proper coverage, workflow, and guest service standards
- Serve as a point of contact for frontline staff during shifts for questions, directions, and immediate needs
- Deliver and model excellent guest service
- Reinforce safety, service, and cleanliness standards
- Maintains a positive and professional demeanor
- Supports departmental goals and operational needs
- Monitor guest flow and operational needs, adjusting team assignments as needed
- Support training of new and existing staff and provide feedback on team performance
- Track supply levels and communicate operational or inventory needs
- Handle guest concerns, resolving routine issues and escalating when appropriate
- Responsible for daily opening and closing procedures, including Turnover Report and morning & event briefs
- Responsible for processing daily register counts, drawer reconciliation and bank deposits
- Assist with event execution, including setup, coordination, timeline monitoring & breakdown
- Oversee vendor breakdown and post-event cleanup, ensuring all equipment, furnishings, and supplies are removed appropriately and that museum spaces are restored to their original condition following the event.
- Serve as the primary on-site contact for clients and vendors during events, proactively addressing questions, coordinating logistics, and ensuring all parties have the resources and support needed for a successful event.
- Conduct post-event walk-throughs, verifying that vendors have completed cleanup requirements, museum standards have been met, and facilities are ready for normal operations
- Serve as a crew member as needed

Knowledge, Skills, Attributes & Abilities

- Ability to consistently maintain professionalism
- Excellent communication skills
- Ability to assess situations quickly and make effective operating decisions
- Highly adaptable; able to switch priorities quickly
- Positive, energetic presence that sets the tone for staff and guest interactions
- Engaging and approachable
- Basic computer skills (POS/ ticketing system, email, simple data entry)

Education & Experience

- 1-2 years in a leadership role
- 2+ years customer service experience
- Experience working in museums, visitor attractions, event venue, or similar environments

Physical / Working Conditions

- Ability to operate exhibit mechanisms or interactive components as needed
- Ability to safely move folding chairs and tables with team lift assistance
- Work occurs in a public environment with crowds, noise, loud music and frequent guest interaction

Position Details

- Available Sunday – Thursday, with a flexible schedule which includes days, nights, holidays and weekends
- Availability is considered a commitment and is not expected to change month-to-month
- Must be able to work a minimum of 4 days / 32 hours per week
- \$19.00 per hour

Employer Information

The Delta Flight Museum is a 501(c)(3) nonprofit organization.

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.