

# VIRGINIA AIR & SPACE SCIENCE CENTER

## NASA LANGLEY VISITOR CENTER

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**Job Title:** Assistant Visitor Services Manager

**Job Type:** Full-Time, Hourly

**Reports to:** Director of Visitor Services

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### Why Join Us?

Be part of a team that creates memorable experiences for visitors of all ages. At the Virginia Air and Space Science Center, you'll work in a dynamic, fast-paced environment where no two days are the same. This role offers the chance to build leadership skills, work across multiple departments, and play a key part in delivering exceptional guest service.

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### Summary

The Assistant Visitor Services Manager supports daily operations across all guest service areas, including Admissions, IMAX Theater, Café, Gift Store, and rides. This role helps ensure a smooth, professional guest experience and serves as the on-site lead in the absence of the Director of Visitor Services.

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### Responsibilities

- Supervise staff and oversee daily operations
  - Ensure excellent customer service across all areas of Visitor Services
  - Manage cash handling and verify daily financial activity
  - Prepare and reconcile cash drawers and sales reports
  - Handle guest concerns and resolve issues
  - Assist with staff scheduling and daily briefings
  - Provide coverage in all Visitor Services roles as needed
  - Operate IMAX equipment and support daily functions
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## **Requirements**

- High school diploma or equivalent
  - At least 2 year of experience in customer service, sales, and cash handling
  - Basic computer and accounting skills
  - Strong communication and leadership abilities
  - Availability for weekends, evenings, and holidays
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## **Benefits (*customize as applicable*)**

- Paid time off
- Holiday pay
- Employee discounts
- Professional development opportunities
- Flexible scheduling