

**Title:** Visitor Services Coordinator

**Classification:** Full-time (32hrs/week), non-exempt; \$19/hour with benefits; special consideration for fluent Spanish-speaking candidates.

**Reports to:** Visitor Services Manager

**Position Summary:**

The Visitor Services Coordinator is generally responsible for a successful visitor experience in the Museum. As the first and last staff member to engage most visitors, they must provide a high level of customer service and are responsible for a broad range of activities including selling admission and memberships, overseeing access to the Museum, engaging with visitors in the exhibit spaces, retail store monitoring, and other Visitor Service posts as needed.

**Specific Responsibilities:**

**Serve as the Museum's primary contact with the general public (55%)**

- Greet visitors, sell admission, and provide wayfinding.
- Possess a professional demeanor in dealing with visitors, members, board members, volunteers, donors, and vendors.
- Answer general inquiries via phone and email and provide general information to visitors about the Museum, its exhibits and programs.
- Promote visitation, membership, and participation in programming.
- Maintain a neat and orderly environment for exhibits, facilities, and the admissions desk, ensuring accessibility for the public

**Oversee the daily operations of the Museum Store (30%)**

- Reorder/restock inventory for the Museum Store.
- Interact with shoppers to ensure they are served and assist them with purchases.
- Ensure store displays are neat, maintained and well stocked.
- Adjust merchandising to compliment seasonal trends, exhibits and programming.
- Fulfill orders from the Online Store and reconcile inventory across platforms.

**Provide Organizational Support (15%)**

- Assist in the collection of visitor data through surveys and database reports.
- Support exhibit installations and regular care and maintenance of exhibits.
- Support setup and staffing of onsite events and facility rentals.
- Perform clerical tasks to support administrative operations as needed.
- Assist in facility maintenance as needed and report larger issues.
- Additional duties as assigned

### **Essential Requirements:**

- Experience and excellent skills in customer service
- Strong communication and interpersonal skills
- Comfortable interacting with diverse ages and audiences
- Strong computer, point of sale (POS), and database skills
- Cash handling experience
- Able to work independently
- Solid organizational and problem-solving skills
- Dependable and punctual
- General knowledge of local natural history and the willingness to learn more
- Must be able to work Saturdays and occasional evenings

### **Desired Qualifications**

- Familiarity with Blackbaud's Altru CRM/POS
- Fluency in Spanish
- Valid CA driver's license and reliable vehicle
- Certification in CPR and/or Basic First Aid

### **Work Environment:**

- General office and retail store environment
- Extensive interaction with the general public
- Significant telephone and computer work (repetitive movement – typing)
- Frequent sitting, standing, walking, bending, and climbing stairs with occasional lifting of up to 40 lbs.

The incumbent must be able to perform each requirement of the position as outlined in the job description. Essential Requirements are representative and are essential for satisfactory job performance. The Work Environment characteristics are representative of those that may be encountered while on the job. The Museum will make reasonable accommodations to enable individuals with disabilities to perform the essential functions of the position.

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**To Apply:** Interested candidates can apply by submitting a cover letter along with a detailed resume to: [recruitment@santacruzmuseum.org](mailto:recruitment@santacruzmuseum.org) with the subject line: **Visitor Services Coordinator**.

Please direct questions relating to this position to Liz Broughton at: [recruitment@santacruzmuseum.org](mailto:recruitment@santacruzmuseum.org).