

Title: Visitor Services Coordinator
Classification: Full-time (32hrs/week), non-exempt
Rate: \$21.00/hour with benefits; special consideration for fluent Spanish-speaking candidates.
Schedule: Sunday - Thursday
Reports to: Director of Visitor Experience

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.
- Greet tour groups and facilitate the rental of educational kits
- 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%)

- Receive and 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.
- Conduct physical inventories of Store merchandise

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, including live animals
- 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, including occasional errands

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 Sunday through Thursday and occasional evenings
- Valid CA driver's license and reliable vehicle

Desired Qualifications

- Familiarity with Blackbaud's Altru CRM/POS
- Fluency in Spanish
- 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.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every single qualification. The Museum values a diverse and inclusive workplace, so if you are excited about this role but your past experience doesn't align

perfectly with all of the responsibilities, we encourage you to apply anyway. You may be just the right candidate for this or other opportunities.

To Apply:

Interested candidates can apply by submitting a cover letter along with a detailed resume to: employment@santacruzmuseum.org with the subject line: **Visitor Services Coordinator**.

Please direct questions relating to this position to Lucy Logsdon employment@santacruzmuseum.org.