



Visitor Experience Coordinator

Department: 1130

FLSA Status: Exempt

Grade/Level: Regular

Job Type: Wednesday - Sunday

Job Status: Full Time

Reports To: Director of Education

Amount of Travel Required: Occasional

Positions Supervised: Volunteers

POSITION SUMMARY

Responsible for creating and facilitating highly effective engagement of visitors at the Avampato Discovery Museum through personal interaction, educational activities, highly maintained gallery experiences and consistently high customer service. The Visitor Experience Coordinator will work closely with other Clay Center teams to coordinate resources, staff, volunteers and activities to provide an exceptional visitor experience throughout the Museum.

Essential Functions Statement(s)

Visitor Interactions

1. Develop and deliver exciting, engaging and educational experiences (mobile demo carts, exhibit-based activities, etc.) for general public as well as schools.
2. Train and coach Discovery Leaders as well as Cranium Cadets and adult volunteers on presenting and enhancing educational experience to the public.
3. Coordinate existing Family Fun Day activities such as Spooktacular, Noon Year's Eve and Eggstravaganza and organize new Family Fun Day offerings.
4. Organize weekend family programming including workshops and engaging hands-on activities
5. Coordinate weekly special programming such as Tiny Tales Story Time.
6. Work with Education Team on gallery programming for winter, spring and summer break.
7. Work with Education Team on developing exhibit-related school programming that will contribute to beneficial field trip experiences for classroom teachers.
8. Assist Director of Education in recruiting, training and supervising Discovery Leaders .

Exhibits

1. Maintain up-to-date information on exhibit on/off procedures and provide training to all new staff.
2. Set and maintain cleaning/organization schedule for My Town loose parts; replenish inventory when needed.
3. Conduct bi-weekly exhibit maintenance report with Exhibit Technicians.
4. Conduct daily exhibit review to ensure exhibits are operational or have proper "out of order" signage until repairs are made.
5. Coordinate with Creative department to periodically update graphics in My Town (i.e. vet charts, referendums, grocery packaging, etc.)
6. Learn to troubleshoot minor exhibit malfunctions or repairs and train Discovery Leaders how to address these issues.

Other duties as assigned

POSITION QUALIFICATIONS

Competency Statement(s)

Accuracy - Ability to perform work accurately and thoroughly.

Ambition - The drive to achieve personal advancement.

Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.

Business Acumen - Ability to grasp and understand business concepts and issues.

Communication, Oral - Ability to communicate effectively with others using the spoken word.

Communication, Written - Ability to communicate in writing clearly and concisely.

Consensus Building - Ability to bring about group solidarity to achieve a goal.

Creative - Ability to think in such a way as to produce a new concept or idea.

Customer Oriented - Ability to take care of the customers' needs while following company procedures.

Decision Making - Ability to make critical decisions while following company procedures.

Detail Oriented - Ability to pay attention to the minute details of a project or task.

Energetic - Ability to work at a sustained pace and produce quality work.

Enthusiastic - Ability to bring energy to the performance of a task.

Financial Aptitude - Ability to understand and explain economic and accounting information, prepare and manage budgets, and make sound long-term investment decisions.

Friendly - Ability to exhibit a cheerful demeanor toward others.

Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.

Interpersonal - Ability to get along well with a variety of personalities and individuals.

Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability.

Organized - Possessing the trait of being organized or following a systematic method of performing a task.

Management Skills - Ability to organize and direct oneself and effectively supervise others.

Persistence - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.

Persuasive - Ability to influence others to change position or to adopt a specific point of view.

Relationship Building - Ability to effectively build relationships with customers and co-workers.

SKILLS & ABILITIES

Education: Bachelor's Degree (four year college or technical school): Preferred

Experience: Experience in public interaction and presentation with an ability to connect with the general public and diverse age groups. Passion for visitor services and providing unique and engaging visitor experiences

Computer Skills: Proficiency in MS Word, Excel, Outlook, and PowerPoint.

Other Requirements: Strong verbal communication skills; Strong interpersonal skills; Excellent organizational skills; Must be able to lift and move objects up to 25 pounds in weight; Ability to solve problems on the spot; Ability to maintain a calm demeanor in stressful situations.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.
 O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
 F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
 C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands

Stand F
 Walk F
 Sit O
 Manually Manipulate O
 Grasp F
 Reach Outward F
 Reach Above Shoulder F
 Speak F

Lift/Carry

10 lbs or less F
 11-20 lbs F
 21-50 lbs O
 51-100 lbs N
 Over 100 lbs N

Push/Pull

Climb O
 Crawl O
 Squat or Kneel F
 Bend F
 12 lbs or less F
 13-25 lbs O
 26-40 lbs N
 41-100 lbs N

WORK ENVIRONMENT

Indoors-Climate Controlled

Prepared by: _____ Date: _____

Approval Signature: _____ Date: _____

Employee Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.