



Visitor Experience Coordinator

Department: 1130

FLSA Status: Non-Exempt

Amount of Travel Required: Minimal

Schedule: Seasonal

Job Status: Full Time

Reports To: Director of Education

Job Type: Regular

Positions Supervised: Adult Volunteers/
Cranium Cadet

POSITION SUMMARY

The Visitor Experience Coordinator takes a lead role in creating highly effective, guest-focused experiences for visitors through setting superior standards for exceptional customer service. The Visitor Experience Coordinator is a key member of the Education Team, working to deliver engaging programs and guest interactions, and ensuring volunteers are effectively trained to deliver excellent guest experiences for all visitors to the Avampato Discovery Museum, Juliet Art Museum and Caperton Planetarium and Theater.

Essential Functions Statement(s)

Daily Visitor Interactions and Experiences

1. Set the standard for lively and memorable guest-focused experiences.
2. Maintain a regular presence on the gallery floor to ensure staff and volunteers are providing outstanding guest experiences through interactions and floor programs.
3. Coordinate with Education Specialist to design Discovery Cart demonstrations to present on a regular basis. Assist in delivering a high-level of training, focused on presentation and enhancing visitor experiences through personal interactions.
4. Conduct frequent exhibit checks to ensure exhibits are functioning properly and that exhibit areas are clean. Report issues to Exhibit Technician and/or Technical Coordinator. Maintain up-to-date exhibit cleaning procedures and practices.
5. Collaborate with various Clay Teams on best practices for daily use of and special museum programs/activities in the Susan Runyan Maier Sculpture Garden.

Group Tours

1. Welcome daily visiting group tours and ensure scheduled activities flow smoothly and that each group receives exceptional service.
2. Coordinate with Education Team and Discovery Leaders to assist with group tour check-in, orientation, departures, and guidance throughout the facility to ensure an organized and stress-free experience for group leaders and students.

3. Present school field trip programming including STEM Labs, Art Labs and My Town Lessons.

Volunteer Coordination

1. Effectively recruit, on-board and regularly train Cranium Cadet youth volunteers and adult volunteers to provide engaging floor programs and interactions.
2. Design and deliver an effective Cranium Cadet job skill development program that fosters teamwork and works toward raising up future Discovery Leaders.
3. Create and maintain an efficient and user-friendly means of scheduling youth and adult volunteers. Coordinate with Box Office and Education Team on necessary staffing for events and activities.
4. Set volunteer schedules and daily museum tasks. Maintain an up-to-date volunteer handbook and other relevant resources.

Program Presentation

1. Present meaningful and fun school break camps and gallery activities to students and families with children of various ages.
2. Coordinate and lead all aspects of the Family Gingerbread Workshop to create unique family memories.
3. Collaborate with Education Team to design and deliver exciting exhibit-related weekend family programs including quick drop-in activities and full workshop experiences.
4. Attend all trainings and be prepared to present a variety of Clay Center programs.

Other duties as assigned.

SKILLS & ABILITIES

Education: Bachelor's Degree (4-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 programs and visitor experiences.

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

Necessary Requirements: Strong verbal communication skills; Strong interpersonal and leadership 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.

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.

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		Lift/Carry	
Stand	F	10 lbs or less	F
Walk	F	11-20 lbs	F
Sit	O	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	N
Grasp	F	Over 100 lbs	N
Reach Outward	F		
Reach Above Shoulder	F		
Speak	F	Push/Pull	
Climb	O	12 lbs or less	F
Crawl	O	13-25 lbs	O
Squat or Kneel	F	26-40 lbs	N
Bend	F	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.