



Inspire.
Create.
Transform.

HICKORY
MUSEUM
OF ART

Position Description: Visitor Experience Coordinator

Position Status: Part time (18 hrs. weekly), hourly, non-exempt

Reports to: Associate Director

Position Summary: In keeping with HMA's purpose, the Visitor Services Coordinator oversees efforts to ensure positive experiences and return visits for HMA actual and virtual visitors, as well as volunteers. An eager collaborator, this person works across departments and programs to make audiences feel like welcomed guests in our space. From rentals to museum events, this individual possesses the empathy and creativity necessary to engage with people, but also the detail orientation to ensure that all aspects of a museum experience are accounted for accurately.

Visitor Experience Responsibilities:

- Facilitate Hickory Museum of Art rentals and serve as HMA representative at events or assign a PIC (Person-in Charge) to serve as HMA's representative.
- Collaborate across departments to assist with facilitation of planning and administration of select HMA programs.
- Oversee basic building operations on weekends and staff holidays, opening and closing the facility, and scheduling weekend substitutes as needed, as well as completing the weekend operations checklist.
- Provide security, maintenance, and monitoring of Museum galleries.
- Collaborate with the Leadership Team and seasonal planning group to facilitate weekend events created to draw increased attendance to the Museum.
- Answer questions in-person and on the phone to help people find their way through the museum and assist guests in all aspects of their experience.
- Keep HMA event participant attendance numbers, as well as volunteer hours (including volunteer meetings and off-site volunteer work) needed for grant applications and evaluations, as well as for other HMA record-keeping purposes. Work with Membership and Administrative Coordinator.
- Manage, coordinate, and orient other HMA volunteers with departmental supervisors.
- Coordinate with appropriate staff members about all volunteer needs.
- Organize the shop HMA entrance, 2nd Floor Front Desk materials, and overall appearance of museum spaces. Work with the shop HMA coordinator.

Desired Qualifications:

- Ability to multitask efficiently.
- Love of event planning from both a creative and detail-oriented perspective.
- Ability to effectively communicate in verbal and written form.
- Ability to problem solve, prioritize, and meet deadlines.
- Love of connecting with people and putting them in positions to be successful.
- Ability to work effectively as a team player as well as independently.
- Excellent interpersonal skills and self-motivation.
- College degree.

(Adopted February 11, 2015; updated 5/1/17)