

Albany Regional Museum

Visitor & Member Services Coordinator

Job Description

Title: Visitor & Member Services Coordinator

Hours: 26 Hours per week, 5 Days per week

Salary/Benefits: \$11.00 per hour

Location: Albany Regional Museum, 136 Lyon Street S., Albany, Oregon

General Description:

The community Albany Regional Museum has developed over the years is our greatest resource and the reason why we do our work. This position oversees the visitor experience on initial entry to the Museum. The Visitor Services Coordinator is often the first direct point of contact for visitors. The Coordinator is expected to be knowledgeable about the current and upcoming exhibits and programs and to be well trained in safety and security protocols for the Albany Regional Museum. The position requires someone with a warm, outgoing demeanor, sound judgment with diplomacy in interactions with visitors, colleagues, and partner organizations.

You will thrive in this position if you are flexible, a strong collaborator, and a capable problem solver. This position will grow to accommodate the strengths and skills you bring to the organization. If you are ready to roll up your sleeves and do what it takes you will fit right in.

We are looking for a candidate who is self-motivated, organized with strong time management and great communication skills. You should be comfortable with technology, and learning new software. A general knowledge of, or connection to, the history and geography of Albany, Oregon and the Pacific Northwest is helpful.

Reports to: Executive Director

Collaborates with: Executive Director, Volunteer Coordinator, Collections & Exhibits Manager, and members of the Board of Directors to fulfill responsibilities as well as achieve the Mission of the organization.

Direct Reports: Volunteers and Interns placed under the supervision of the Member & Visitor Services Coordinator.

Essential Functions and Responsibilities:

- Perform clerical tasks as needed and assigned by the Executive Director. Operate computers and process correspondence, as instructed. Assist in the creation of computer generated signs, lists, and exhibit labels. Answer telephone and direct calls or messages to the appropriate staff when needed.
- Record Museum membership, and monetary donations.

- Prepare the Museum for opening to the public, maintain security, and secure the Museum at closing.
- Manage the reception area using a positive, professional and friendly manner; greet visitors, distribute informational materials, respond to questions regarding the Museum and surrounding area, and maintain visitor records. During public hours, when volunteer docents are unavailable, serve as docent and research assistant.
- Stay informed of programs, special events, and manage facility rentals.
- Maintain appropriate and current signage.
- Update website and social media to reflect appropriate and current programs & events.
- Develop recommendations for materials (print, media, digital, etc.) to enhance visitor experience.
- Supervise cash handling and control, recordkeeping and data entry for admissions and other sales transactions. Maintain financial and data integrity. Assist with record keeping and inventory control and tracking.
- Prepare deposits for review by Executive Director and Board member.
- Assist with Museum special event setup needed for programs, open houses, and tours.
- Maintain the Museum reference room materials & Children's area materials
- Perform necessary housekeeping functions. Ensure that the Museum is clean, safe and well maintained. Work in coordination with Facilities Committee & Executive Director
- Maintain inventory of housekeeping, kitchen, and office supplies, and prepare order for supplies as needed.
- Brings appropriate issues and policy requirements to the Executive Director in a timely fashion so that they may attend to issues and report those necessary to the Board.
- Other duties as assigned by the Executive Director.

Experience and Education:

- Minimum Qualifications
 - Completion of High School
 - Cash Handling & Customer Service Experience
 - Knowledge of point of sale, Microsoft office, and social media technologies
 - An interest in the Albany, OR area history
- Preferred Qualifications

- Familiarity with museum field/nonprofits
- Experience supervising volunteers
- Bachelor's degree or equivalent work experience
- Knowledge of PastPerfect or similar database

Skills and Abilities:

- Ability to problem solve and plan strategically.
- Strong conflict resolution skills and ability to work with a diverse public, perform multiple tasks simultaneously, and represent the Museum to visitors in a positive and professional manner.
- Excellent verbal and written communication skills.
- Self-motivated with the ability to initiate and follow through on projects independently.
- Ability to motivate others and to supervise.

Physical Requirements:

- Ability to be on feet and or sit for at least five hours each day.
- Intermittent physical activity including walking, standing, twisting, sitting, bending, stooping, lifting, and climbing stairs.
- Ability to lift 40 lbs
- Must be willing to work weekends, holidays, with some evenings required.

How to Apply:

- Send cover letter, resume, and 3 references (professional or academic) to:
 - The Albany Regional Museum
 - Email: armuseum@peak.org
- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please visit our website at armuseum.com

The Albany Regional Museum is an equal opportunity employer