



Visitor Services Coordinator Position Description

Visitor Services Coordinator: Part Time, 20 hours per week average Tuesday - Saturday
Sundays and evenings as scheduled.

Pay: \$16.50 - \$17.50 per hour

POSITION SUMMARY:

The Visitor Services Coordinator is responsible for ensuring the smooth daily operation of the Brown County Historical Society. The Visitor Services Coordinator also manages the BCHS volunteer program.

PRIMARY RESPONSIBILITIES:

- Manages visitor services to assure consistency in operations and presentation of the BCHS to visitors.
- Manages the BCHS volunteer program.
- Assists with the historical society's general office, financial functions, and visitor reception areas according to established procedures.
- Manages museum store inventory and sales.
- Maintains the museum calendar.
- Supports daily operations of museum

SPECIFIC DUTIES: To be carried out according to established procedures

- Supports museum store including ordering, pricing, displaying and taking inventory at the end of the year.
- Manages point of sale functions.
- Schedules, trains and supervises volunteers as assigned.
- Recruits, retains, and rewards BCHS volunteers; manages the volunteer program according to established procedures including database management, record keeping, orientation and training.
- Oversees visitor services - coordinates museum store displays with events, visitor evaluations, consistent meet-n-greet, brochures stocked, cleanliness, updated signage and attendance records.
- Shares duties for museum reception area: sales, answering phone and directing calls as needed.
- Orders supplies for the museum (office and maintenance).

OTHER DUTIES:

- Opens and closes the museum and assists museum visitors as needed.
- Serves as an emergency building security contact person with other staff as assigned.
- All other duties as assigned by position supervisor.

Qualifications:

A self-starter with ability to work in busy environment and stay on task

Excellent communications skills including oral and writing skills

Proven organizational skills and ability to pay attention to details

Demonstrated ability to work with general office software such as Word, Excel and Mail Merge

Ability to lift 20 pounds

Supervisor: The Visitor Services Coordinator is supervised by the Executive Director of the BCHS.

To apply, please send your resume to education@browncountyhistorymn.org.