



Student Employee Position Description

Job Title: Community Engagement Representative

Division: Visitor Experience, Public Programs

Supervisor: Ruth Hyde

Hours per Week: 12 +

Compensation: beginning at UO student tier 3 wage, currently \$16.35 per hour

The University of Oregon's [Museum of Natural and Cultural History](#) (MNCH) enhances knowledge of Earth's environment and cultures, inspiring stewardship of our collective past, present, and future. MNCH is Oregon's primary repository for anthropological and paleontological collections.

Purpose of Position:

This position is a public facing role and represents the Museum of Natural and Cultural History (MNCH) through interactions with the community, UO students, volunteers, and museum partner organizations. With the goal of expanding access and offering a genuine welcome to those who live locally to the museum, this role has been created to promote the many opportunities for education and fun at the MNCH, as well as communicate admissions programs which reduce the barrier of cost to attend. The museum is for everyone, and this position is directly engaged in advancing this understanding.

Duties:

- Prepare for and set up at event locations - greet and interact with participants at various sized events, using quick thinking to determine individual needs.
- Answer questions about the museum, exhibits, admission offers, access and directions, and other similar subjects. (Training and resources will be provided)
- Provide friendly customer service in both busy/hectic or quiet/slow event settings.
- Coordinate shift schedules with supervisor via email and MS Teams.
- Maintain tabling equipment and supplies and follow up on any issues post event.
- Keep common workspaces tidy/updated/organized (event gear, nametags, supplies).
- Answer questions and offer resources for inquiries from the public in person, online or by phone, using information found on MNCH website related to events, dates, activities.
- Varied event organization, transport of supplies, driving, set up and clean up.
- This role involves tasks such as lifting up-to 40 lbs.; standing for periods of time; walking or accessing event areas on grass and uneven terrain; bending, twisting, stretching, and reaching to interact with people across a table; and moving objects from a car to a cart, to a table.

We recognize that the qualifications required to excel in this position can come from a range of both professional and lived experiences. Below we describe what we believe to be the most important qualifications for a candidate to have, and we are open to many different backgrounds and experiences that can lead people to develop these skill sets. We strongly encourage applications from anyone who feels passionate about the work and believes they have what it takes to thrive in this role.

Qualifications:

- Prompt arrival and dependability in scheduling and communications is a must.
- A demonstrated interest in working in a museum setting and a public-facing role.
- A valid driver's license.

Preferred Qualifications:

- *Bilingual in English/Spanish*
- Experience in customer service and/or community engagement is highly preferred.

How to Apply:

Application accepted via Handshake.

Submit a cover letter, résumé, and two professional references.

Please include your current class schedule and indicate if you have federal work study or not.

Resume review is ongoing. Positions are open until filled.

Start date: July 2024.

Duration: Through September 2024.

Questions? Ruth Hyde, Director of Community Engagement, rhyde@uoregon.edu 541-346-1671.