



Student Employee Position Description

Job Title: Visitor Experience Team Lead
Division: Public Programs
Supervisor: Jered Benedick
Hours per Week: 8-12
Compensation: \$16.35/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:

The Museum of Natural and Cultural History Visitor Services Lead Student Position demonstrates the highest level of responsibility amongst our student team, and is expected to display a high level of initiative in decision making both in the museum store and at our admissions desk. As an advanced position, the VE Lead position demonstrates expert levels of perception, judgement, and familiarity in everyday museum operations and knowledge as related to admissions, exhibits, and store procedures. They also assist in support roles for special event staffing and are expected to lead other student staff in problem-solving or difficult situations. This position is heavily based on customer service and is dependent not only on the staff member facilitating a fun and safe learning environment for a diverse group of audiences but also actively promoting a service-based work culture at the museum. Students receive both on-site training to be successful in the position as well as offerings of additional professional development and growth opportunities throughout their tenure.

Duties:

Prepares museum store register and opening store for public hours. Maintains store space: providing cleaning and maintenance; re-stocking merchandise and straightening displays as needed. Evaluates store product needs and places merchandise orders with manager approval. Greets visitors, answers questions, discusses exhibit themes and content according to visitor's interest using conversational interpretation while in exhibit hall spaces. Serves as a deterrent to improper use of exhibit displays and cases. Answers the public phone and email accounts, and communicates with professional staff for onsite meetings. Once trained, is expected to perform duties with a high level of autonomy.

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:

- Retail and cashiering experience, extensive customer service experience, ability to make decisions and take initiative in day-to-day operations, full weekend availability

Preferred Qualifications:

- Team leadership/management, marketing and merchandising, work study award

How to Apply:

Application accepted through the [Handshake](https://career.uoregon.edu/handshake) website (<https://career.uoregon.edu/handshake>). Submit a résumé, and a cover letter with answers to the following questions:

- Why do you want to work at this museum?

- How would you describe your work ethic?

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

Application period ends on 9/10/24 at 6:00am PST. Positions are open until filled. Start date: As Soon As Possible

Questions? Contact Jered Benedick at the address listed below

Jered Benedick

He/Him/His

Visitor Experience Coordinator

Museum of Natural and Cultural History

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541-346-3125