



Job Announcement: Visitor Experience Coordinator

Museum of Natural and Cultural History UNIVERSITY OF OREGON

The Visitor Experience Coordinator will provide support to the Public Program Visitor and Member Services Department during hours of operation Wednesday through Sunday 10:00am – 5:00 pm (and until 8:00 p.m. Thursdays). As support staff for the Visitor Experience Manager, this position will work in public visitor engagement, ensuring a welcoming and inclusive experience for all.

They will develop and mentor the museum visitor experience team - made up of UO students and community volunteers - responsible for recruitment, training, scheduling, assigning, and reviewing tasks, and observation in admissions, exhibits, and the museum store. This position coordinates all retail operations of the museum store including identifying, purchasing, selecting, and tracking merchandise that aligns with the museum's mission; working with consignment artists; and ensuring the store provides an educational and public relations extension of the museum. This position also provides support in community and campus events.

JOB DUTIES

Visitor Experience Support (60%)

- Serve as manager-on-duty during open hours - oversee operations, opening and closing of building, adherence to policies, and assigning tasks to student employees (includes weekends and some evenings).
- Assist with recruitment, training, evaluating and mentoring students and volunteers who provide customer service during public hours.
- Organize and communicate work schedules for student and volunteer staff in admissions and the store; assign tasks, monitor work hours.
- Share information and updates from campus and museum staff to foster an efficient, safe, and friendly work environment.
- Work with all museum staff to implement policies and procedures for day-to-day operations, including transactions in admissions and the store, tilling out registers and tracking statistics and inventory.
- Attend trainings and informational meetings to further knowledge about museum programs and exhibits.
- Assist with coordinating and staffing special events and community and campus outreach opportunities.
- Communicate and coordinate TAM Point of Sale (POS) operating systems updates and/or trainings as needed.
- Assist with tours and walk-in groups as needed.

Store Support (30%)

- Order store merchandise with staff input according to museum vision/strategic plan and current exhibitions.
- Recommend and implement store layout and display of products.
- Develop connections and relationships with store collaborators, coordinate events related to these relationships and museum initiatives.
- Select artists for consignment merchandise; process and update yearly contracts through UO Purchasing and Contracting Services, track inventory and payments with MNCH accounting.
- Oversee an operational budget for the store and admissions with the Visitor Experience Manager.

Office Support (10%)

- Provide office and phone coverage as needed.
- Submit and communicate facility request as needed.
- Misc. support for public program staff.

ESSENTIAL QUALIFICATIONS

- Two years of general clerical experience. One year of which included typing, word processing, or other experience generating documents; OR
- An Associate's degree in Office Occupations or Office Technology; OR
- Graduation from a private school of business with a Certificate in Office Occupations or Office Technology and one year of general clerical experience.
- College courses in Office Occupations or Office Technology will substitute for the required experience on a year-for-year basis.

PREFERRED QUALIFICATIONS

- Experience with retail POS or event ticketing systems.
- 2 years of experience in retail operations and public relations.
- 2 years of experience in supervising student staff and volunteers.

To Apply: Complete application through the UO HR portal <https://careers.uoregon.edu/en-us/job/528263/visitor-experience-coordinator>

Application review will begin on [October 13](#).