



**Position:** Visitor Services Coordinator

**Hours:** Part-time; 20 - 25 hours per week

**Salary:** \$18 - 20 per hour, DOE. Eligible benefits at 20+ hours per week.

**Supervisor:** Director of Operations

**Description of Responsibilities:** Part-time position, with additional hours during special events and outreach programs. Must be available to consistently work Saturdays. Position includes opportunities for increased responsibilities at MSC. Must work a minimum of 20 hours per week.

**Position Expectations:** The Visitor Services Coordinator must be a person interested in making a difference in young people's lives through science education. As a part of the Operations team, this motivated individual elevates the visitor experience for families and children visiting the Science Center. The Visitor Services Coordinator (VSM) is responsible for administrative and visitor services tasks. The VSM will actively manage visitor services assistants within the Front Desk team, assist the Education team with programs, and oversee the exhibit floor.

All MSC team members contribute to the well-being of our community by providing safe, supportive, affordable, and educational experiences for families to enjoy.

**Job Duties, including but not limited to:**

- Supervise, hire (in conjunction with the Director of Operations), train and evaluate Front Desk staff, including Montana State University (MSU) work-study staff and volunteers, to create a cohesive atmosphere. This requires proactive and thorough written/verbal communication.
- Manage front desk operations & scheduling for staff. Delegate tasks and assign duties to front desk staff. This requires proactive and thorough written/verbal communication.
- Manage visitors, including checking members & guests in, selling memberships, and handling retail purchases including registration for programs, birthdays, and field trips.
- Assess, build, and lead the overall quality of the guest experience and daily operations of the facility to ensure a premier experience for all.
- Manage Front Desk register, including taking payments, recording daily summaries, and maintaining visitor data.
- Create and sustain a welcoming environment for all visitors and staff, including cleaning and maintenance of exhibit floors.
- Assist with animal care and report any changes to supervisor.
- Maintain membership records in Little Green Light CRM Software, including running membership



renewal programs.

- Maintain data records for visitors.
- Regularly evaluate Center operations and identify areas for improvement and cost savings.
  - Cleaning supply management including toilet paper, bathroom paper towels, birthday party supplies. Inventory of exhibit materials and maintenance materials.
  - Report exhibit and facility maintenance issues to appropriate senior staff.
  - Implement Science Station activities
  - Maintain general visitation and front desk/operations manuals, policies and procedures.
  - Makes submissions and updates to community online calendars including the tourism website.
- Other duties as assigned.

#### **REQUIRED QUALIFICATIONS:**

- High school diploma or GED equivalent.
- Demonstrated experience in a customer service role, preferably 2-3 years.
- Demonstrated experience managing a small team.
- Experience in retail position(s).
- Experience using a Point of Sales system, CRM software, and Google Drive.
- Skills in organization, time management, emotional intelligence, problem solving, and team building.
- Friendly, outgoing personality; must enjoy working with children.
- Understanding of the importance and benefits of diversity and inclusion.
- Exceptional communication skills including public speaking, customer service, and public relations.
- Confidence to cultivate important relationships with members and create a positive culture.
- Flexible schedule including Saturday availability.
- Ability to lift up to 50lbs and do various manual tasks.

#### **PREFERED QUALIFICATIONS**

- Experience working for a museum or nonprofit.
- Proficiency with project management and client management software.

#### **To Apply:**

Please submit your current resume and cover letter to: Olivia Firth, Director of Operations, [ofirth@montanasciencecenter.org](mailto:ofirth@montanasciencecenter.org)

Position is open until filled.

Position is eligible for work study.