

Visitor Services Coordinator

Type: Full- or Part-Time, eligible for full benefits **Reports to:** Visitor Services Manager

Overview

The Visitor Services Coordinator is an employee who will act as a primary provider of direct service to members and guests at The Children's Museum of Memphis and the Memphis Grand Carousel Pavilion and Ballroom. They are responsible for providing a safe environment for our guests and ensuring all service needs are met.

Responsibilities

- Support the museum's mission for promoting playful learning experiences.
- Work in concert with Visitor Services Managers and museum administration to ensure smooth day-to-day museum operations
- Oversee PLAY'sociate staff including ticket and membership sales
- Participate in interview and hiring process for gallery staff; make hiring recommendations
- Enhance visitor satisfaction/experience; address guest needs and concerns; observe museum interactions, research, and design enhancements to improve guests' experience
- Complete incident reports and follow up with injured or unhappy guest(s)
- Coordinate security procedures in the event of an on-site emergency
- Create and manage daily job schedule for gallery staff and volunteers
- Assist in the coordination of all CMOM special events (like birthday parties and school groups) to ensure proper staffing and operations
- Support membership drives and initiatives; coordinate member spreadsheets and mailers
- Coordinate the delivery of activities and programs supporting the visitor experience
- Ad to programming calendars in a detailed and timely manner
- Assist in the planning of special events
- Other duties as assigned
- Act as Visitor Services Assistant Manager during times that Managers need to step out for other duties
- Perform other related duties and responsibilities as required

Qualifications

- Bachelor's degree, preferably in education, early childhood, child development, or similar field.
- 2-3 years' experience working with children and families
- Customer service and museum experience preferred, but not required
- Strong written communication, verbal, and interpersonal skills.
- Must have demonstrated ability to function in a fast-paced environment
- Positive and productive attitude and work habits
- Must be able to stand on feet for at least 4 hours at a time

Intellectual/Social, Physical Demands and Work Environment:

The intellectual/social, physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Intellectual/Social demands:

While performing duties of this job, the employee is frequently required to multi-task. Position requires frequent attention to details and accuracy of specified standards including: following simple to complex (more than 3 steps) instructions, and concentration which frequently extends beyond 30 minutes at a time. This position requires constant use of interpersonal skills including: greeting, directing clients verbally and with visual cues towards various building locations. Position also requires being able to recognize and resolve conflicts, by being able to openly communicate with guests and determine optimal solution to their concern. Employee must frequently work both independently and as part of a team.

Physical demands:

While performing the duties of this job, the employee will frequently move about various areas of the buildings. Employee must frequently communicate in-person and via in-house radios with supervisors to exchange information. Employee may occasionally be required due to business demands and museum operations to lift and/or move up to 25 pounds.

Work environment:

The duties of this position are performed primarily indoors in a children-enriched environment. The noise level in the work environment is usually moderate-to-loud during museum hours.

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EMPLOYER.**