

Job Title: Visitor Experience Coordinator (Operations)

Position Summary:

As the first point of contact and overseer of daily operations, the Visitor Experience Coordinator sets the tone for a welcoming, safe, and engaging environment. This role combines high level, warm customer service with hands on facility management, ensuring the museum is spotless, functional, and efficient.

Key Responsibilities:

- **Director of First Impressions (Front of House):** Greet visitors with a warm, welcoming demeanor, setting a positive tone for their visit.
- **Visitor Services:** As a member of the staff work with other team members, volunteers, and service members to ensure top-tier guest service, handling inquiries, gift shop sales, and membership check-ins efficiently.
- **Operational Excellence:** Oversee daily opening and closing procedures, point-of-sale (POS) systems, and handle cash reconciliation.
- **Safety & Cleanliness:** Ensure the museum floor, exhibits, and assigned areas are clean, safe, and fully functional. Coordinate and notify appropriate personnel if there are any broken exhibits.
- **Programming Support:** Assist in coordinating logistics for birthday parties, field trips, and special events.
- **Conflict Resolution:** Resolve visitor complaints or issues promptly.

Required Qualifications & Skills:

- **Experience:** Previous experience in hospitality, customer service, or high-volume visitor attraction management (children's museum experience a plus).
- **Communication:** Exceptional interpersonal and communication skills, with a passion for working with children and families.
- **Flexibility:** Ability to work weekends and holidays.

Requirements:

- Ability to stand/walk for long periods and lift up to 30 lbs to assist with exhibits or event setups.
- Must pass background check.

This position is vital in ensuring that every visitors first and last impression is one of curiosity, cleanliness, and care.

How to Apply:

Send your resume and cover letter to

Brian.Helling@thesciencezone.org

Subject: Visitor Experience Coordinator – (Your Name)