

## **MID-HUDSON CHILDREN'S MUSEUM**

### **Position Announcement Volunteer and Guest Experience Coordinator**

**Posting date: January 12, 2017**

Volunteer and Guest Experience Coordinator. The Mid-Hudson Children's Museum, a hands-on museum in Poughkeepsie, NY, seeks a friendly, outgoing and high-energy individual to coordinate our growing volunteer and guest services programs.

As Volunteer and Guest Experience Coordinator, you will help to ensure welcoming and memorable experiences for Mid-Hudson Children's Museum guests by coordinating all aspects of volunteer staffing, while serving as a lead member of the guest services floor staff team.

NOTE: This is a full-time hourly (non-exempt) position that includes partial benefits.

*The Mid-Hudson Children's Museum is an Equal Opportunity Employer*

## **Application Instructions for the Position of Volunteer and Guest Experience Coordinator**

We welcome your application for the position of Volunteer and Guest Services Coordinator at the Mid-Hudson Children's Museum of Poughkeepsie, NY.

This is a full-time, non-exempt hourly position (37.5 hours/week). This position includes Mid-partial Hudson Children's Museum benefits.

Please review the position description and include the following four items with your application:

- Cover letter
- Resume
- 1 page bullet-list summary that explains how your previous experience supports each of the duties and responsibilities listed in the position description
- List of 3 references. Please provide the affiliation, day and evening phone numbers, mailing address, and email address for your references. *(Do not send letters of reference – we will contact references directly.)*

**Please e-mail your application as a Word or pdf file to [jobs@mhcm.org](mailto:jobs@mhcm.org) by Friday, February 10, 2017.** Please do not send your application embedded in the text of an email message.

We will confirm receipt of your materials after submission. After review of all applications, we will be in contact with candidates we wish to interview. Employment may start immediately.

Thank you for your interest in the Mid-Hudson Children's Museum. We look forward to receiving your application.

**MID-HUDSON CHILDREN'S MUSEUM  
POSITION DESCRIPTION**

**Volunteer and Guest Experience Coordinator**

**REPORTS TO:** Guest Experience Manager

**MAIN FUNCTIONS:**

As Volunteer and Guest Experience Coordinator, you will have three roles: 1) support general museum operations, including daily admissions desk and floor staffing; 2) serve as the second in command within the department, providing supervision to other Guest Experience team members in the absence of the Guest Experience Manager; and 3) help grow the museum's volunteer program by coordinating the recruitment, training and evaluation volunteers and interns.

**SPECIFIC JOB RESPONSIBILITIES**

**50% Guest Experience /General Museum Operations**

- Welcome guests, process admissions, sell museum memberships, answer phones, answer basic visitor questions and/or direct inquiries to appropriate staff, while providing legendary customer service.
- Support museum operations by opening and closing the museum, assisting with group visits, parties and special events; restocking exhibit areas; performing general museum cleaning; and participating with other projects as assigned.
- Provide staff supervision to members of the Guest Experience Team, in support of the Guest Experience Manager
- Ensure that hosted birthday parties on weekends and evenings run smoothly, serving as back up party host, as needed.
- Provide staffing for the museum for special events and private evening pavilion rentals.
- Coordinates first aid training of all museum staff and select volunteers; assists executive director in coordinating emergency response training.

**50% Volunteer Coordination**

- Coordinate all aspects of MHCM's volunteer and internship program, including: general promotion; targeted recruitment at college and community volunteer recruitment fairs; processing volunteer applications, interviews and background checks; coordinating with other volunteer sites (ex. United Way); and volunteer recognition.

- Stay up-to-date with current museum initiatives and volunteer needs across all departments in order to identify opportunities for volunteer/intern involvement.
- Provide direct supervision to volunteers/interns working the museum floor and coordinate their daily schedules and assignments; confirm scheduling of volunteers assigned to other departments with department managers.
- Coordinate volunteer training/interns
- Coordinate periodic evaluation of volunteers/interns

## **EXPERIENCE AND SKILL REQUIREMENTS**

- Upbeat and positive attitude, with enthusiasm for the Mid-Hudson Children's Museum and for ensuring excellent and memorable experiences for museum guests
- 4 year college degree
- 2+ years coordinating programs and providing supervision to others
- Experience leading volunteer and/or training programs strongly preferred
- Demonstrates ability to provide "legendary customer service" and shows excellent judgment in interpersonal interactions
- Able to "self start," show initiative, follow-through on tasks, and communicate progress with others in a timely manner.
- Excellent written and spoken communication skills
- Ability and desire to learn new things quickly and to perform repetitive tasks with high degree of care and accuracy
- Ability to communicate effectively with a wide variety of audiences
- Able to multi-task and to remain calm and courteous under pressure
- Strong organizer of self and others; able to work through multiple tasks
- Bilingual (English/Spanish) desirable

## **WORKING CONDITIONS:**

- Family-friendly, hands-on (and sometimes messy!) museum environment. Usually high energy and busy, but can also have slow periods.
- Some office work, but much of job is performed on the museum floor.
- Must be willing and able to handle frequent interruptions in order to enhance the experiences of individual museum visitors

- Must be able to lift and move 30 pounds (folding tables, incoming mail, boxes of supplies, etc.)
- Must have the physical endurance and willingness to work on feet for a significant portion of each day
- Must have reliable transportation and ability to travel locally to various venues

**TIME COMMITMENT:**

This is a full time hourly position (37.5 hours per week).

Weekend, holiday and/or evening work is required.

The Mid-Hudson Children's Museum is open to the public:

Tuesday through Saturday 9:30 am - 5:00 pm

Sunday 11:30 pm - 5:00pm

Select Holiday Mondays 9:30 am - 5:00 pm

Mondays in July and August 9:30 am – 5:00 pm

Select evenings 5:30 pm – 8:30 pm

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