



THE OREGON  
HISTORICAL  
SOCIETY  
FOUNDED 1898

## Job Description

**Job Title:** Visitor Services Coordinator

### **SUMMARY**

This position is the lead staff position in the Visitor Services area of the department and supervises the visitor services staff and manages daily visitor services operations. This position is the lead staff position in the Visitor Services area, and supervises the visitor services staff, manages daily visitor services operations. This position is responsible for setting the tone of the customer service for the Oregon Historical Society. The Visitor Services Coordinator provides support services to all programs of the society especially customer service, group tours, school tours, events, and library patrons. In addition this position keeps the statistics for administration and marketing/development, as well as other departments depend for admissions, school tour participation, zip code analysis, revenue derived from admission and tour charges and event attendance. This position reviews and updates changes to the Public Services portion of the OHS web site, and offers key support for traveling exhibits.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

A major component of the position is managing visitor traffic which includes but is not limited to museum and library patrons, group tours, school tours, event and meeting attendees, volunteers, business appointments and staff. The Visitor Services Coordinator works to create policies and procedures to make a positive and effective experience for visitors to the Society. The Visitor Services Coordinator oversees receipt of museum and library admissions, donations to collections, membership sales, security and maintenance monitoring and other front-line duties. The Visitor Services Coordinator will make recommendations on best practices for admissions procedures and will manage the visitor traffic flow for major events and exhibits. The Visitor Services Coordinator works closely with event planning and rental to ensure appropriate staffing for events in the building.

An increasingly important aspect of the position is the accurate recording and monthly reporting of visitor data collection and statistical reporting. Administration and marketing/development relies upon accurate admission numbers, school tour and group reservations, zip code analysis and revenues derived from each. Funding, lobbying, and other financial requests depend upon accurate and timely statistical reporting.

Traveling exhibits are a large part of the outreach efforts of OHS. This position books, draws up contracts, bills, and coordinates the shipping and installation of OHS's traveling exhibit program. Updating the OHS web site is an ancillary part of the traveling exhibit program.

### **Percentage of Time Allotted:**

65%	Admissions desk
30%	Meetings and administrative tasks
5%	Other duties as assigned

### **Interpersonal Contact:**

Contacts are made inside and outside of the Society on a daily basis. Internal contact is made at all levels, in matters concerning artifact and library collections, research, and the exhibit. Externally, contacts can be in-person, by telephone, or through written correspondence. Most outside contacts occur with potential or past donors, researchers, publishers, museum and library professionals, society patrons, OHS members, the general public, and business people in fields related to artifact and library collections (e.g., conservators, antique dealers, galleries, and appraisers). These contacts may concern confidential and/or sensitive matters, sometimes requiring diplomacy in explaining the purposes and functions of the Society and the museum.

## **SUPERVISORY RESPONSIBILITIES**

The Visitor Services Coordinator is responsible for managing the operations of the Visitor Services functions for the society. This includes training and daily supervision of the visitor services staff, creation of the monthly staffing schedule in coordination with the Museum Store staff and coordination of group tours.

## **QUALIFICATIONS**

Demonstrated high level of interpersonal and management skills. Proven ability to communicate both orally and in writing with a wide variety of individuals. Experience with and ability to meet deadlines.

## **EDUCATION and/or EXPERIENCE**

Bachelor's degree required. Minimum two years of related experience in development/not-for-profit organization. Experience managing staff and/or volunteers. Knowledge of Oregon, Pacific Northwest and U.S. history is strongly preferred. Proficiency with a number of software programs required. General office procedure experience.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

## **COMPUTER SKILLS**

Has moderate computer job skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, create presentations, download forms, and preserve/backup important data. Basic knowledge Microsoft Office application (Excel, Word, Outlook, etc.) is essential. Ability to type accurately at least 30 WPM.

## **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## **CERTIFICATES, LICENSES, REGISTRATIONS & OTHER REQUIREMENTS**

Valid driver's license and the ability to pass a background check.

## **PHYSICAL DEMANDS**

The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds unassisted. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus. Care and handling of fragile and/or large objects.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet. This position requires extended work hours during exhibition installation. Must be willing and able to work a flex schedule to meet the demands of the position. May be required to work in a confined space shared with other workers and/or volunteers.

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**Position submitted by:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Approval:** \_\_\_\_\_

**Date:** \_\_\_\_\_