



MUSEUMS OF WESTERN COLORADO

Visitor Services & Outreach Manager

Division/Department: Administration

Reporting Relationship: Director of Marketing & Outreach

Exemption Status: Non-Exempt, Full-Time

Positions Supervised: Front Desk Staff, Volunteers, & Interns.

Compensation: This is a full-time hourly position with a starting wage between \$15.91 and \$16.96/hour.

Summary of Duties and Responsibilities: The Visitor Services & Outreach Manager serves as the manager for Front Desk Staff and reports to the Director of Marketing & Outreach. Additionally, they are responsible for the coordination of facility rentals, volunteer recruitment, and assist with event coordination. This new staff member will ensure that staff and volunteers for the museums have what they need to be successful in their efforts to share the museums with our community.

Supervise Front Desk Staff: (35%)

- Works with all departments to assure the highest quality experience for all MWC visitors within shops and when purchasing admission.
- Hires, trains, schedules, motivates, and evaluates Front Desk Associates.
- Coordinates staffing and schedule change needs throughout the season.
- Maintains a schedule 2-4 weeks in advance.
- Approves timecards for employees supervised.
- Works as needed to cover shifts at the front desk/shop, assisting visitors and store customers.

Events Coordination: (15%)

- Assists patrons with trips, digs, and other program registration.
- Assists with ensuring necessary components for programs are in place, such as making hotel reservations, ordering lunches, verifying participant paperwork is in order, etc.

Volunteer Recruitment: (30%)

- Serves as the primary driver of volunteer recruitment efforts. May speak to community groups about volunteer opportunities.
- Works with outside agencies, college & university volunteer service offices, community groups, etc. to develop sources for qualified volunteers.
- Ensures volunteer hours are recorded and recognized.
- May assist with scheduling and training volunteers.

Facility Rental Coordination: (20%)

- Coordinates rentals of museum facilities.

- Responds to phone and email inquiries about facility rental options, including communicating billing, set-up, staffing, and scheduling needs to other staff or patrons.
- Works with rental guests to set proper expectations.
- Ensures rental guests follow proper procedures and care with facilities.
- Works facility rental events and schedules other staff to work events when needed.
- Works with all departments to assure the highest quality experience for all MWC facility renters.

Schedule: The position will mostly work 9-5 Tuesday – Saturday. Frequent evenings, and occasional Sunday mornings, working inside and outside, will be part of the schedule to accommodate rentals and events. Weekly scheduled hours will be adjusted to accommodate those scheduling requirements within a 40-hour work week. This position will be principally based out of the Museum of the West, although the job will frequently require presence at other museum sites.

Education and Specialized Skills Required: Two years of experience supervising staff or volunteers. A Bachelor's degree is desirable. Previous experience in a museum, cultural arts, or nonprofit organization, educational, or STEM environment is also highly desired.

Working Conditions: Work areas are principally inside, in a climate-controlled environment with moderate background noise. Work is also performed outdoors, in variable weather. Shift times may vary to meet museum requirements to staff the facilities. Work may require long periods of sustained standing, and the ability to occasionally lift and carry up to 50 pounds.

Background Check Notice: Prior to hiring, a background check including criminal record history will be conducted. Information from the background check will not necessarily preclude employment but will be considered in determining the applicant's suitability and competence to perform in the position.

The Museum provides an equal employment opportunity to all persons without regard to race, color, national origin, religion, sex, sexual orientation, gender identity/transgender status, age, disability, veteran or marital status, genetic information or any other characteristic protected by applicable law.

To apply: Send cover letter, resume, and names and contact information for 3 professional references to early AT westcomuseum.org
Applications will be accepted through January 28, 2022.