



Job Opening: Visitor Services and Volunteer Coordinator

Reports to: Assistant Director

Location: Springfield, IL

Application Deadline: Open until filled

Start date: June 1, 2018

Compensation & Benefits: Pay rate negotiable based on experience and job scope.

About Kidzeum: Kidzeum will be a wonderful new family destination in the heart of historic downtown Springfield, IL., whose mission is to serve as a place of learning and discovery through play for children of ALL abilities. Kidzeum is committed to nurturing health and wellness, promoting science education, and to developing environmental and global awareness through innovative programs and exhibits. Kidzeum is slated to open July 21, 2018, but this position will be filled in June, in preparation for opening day. Learn more at www.kidzeum.org.

Position Description: Kidzeum of Health and Science seeks a versatile, results-oriented professional to join our team. The Visitor Services and Volunteer Coordinator will support the mission of Kidzeum through development and implementation of recruitment and training programs, coordination of volunteer scheduling, and organization of volunteer enrichment and events. The Visitor Services and Volunteer Coordinator is responsible for providing administrative support for the Volunteer Program, which includes E-mail and phone communication and database management. The Visitor Services and Volunteer Coordinator will also be the key Front of House staff member. This position will lead that department by providing excellent customer service to guests of the museum and by managing all aspects of Front of House sales.

Duties and Responsibilities: Manage all aspects of day to day Front of House sales and Volunteer Management.

- Along with the Assistant Director, manage all aspects of Front of House Operations for Kidzeum
- Develop strategies and logistics to ensure smooth crowd control and a quick ticket process
- Assist with membership sales and work to ensure quick and efficient entering of member data.
- Help coordinate scheduling and reservations of non-school groups and facility rental sales.
- Recruit, orient, train, supervise, retain and recognize volunteers
- Communicate regularly with volunteers on-site and through email and phone calls
- Schedule volunteers for required coverage for a variety of Museum programs and services including: garden maintenance, docent shifts, school tours, and special events
- Handle orientation/training, tracking, and monitoring of volunteer activities
- Work closely with Education Director and Assistant Director during development and implementation of programs
- Manage budget of volunteer program
- Communicate the mission of the Museum through tours, presentations and volunteer recruitment fairs
- Attend Museum events as required

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Qualifications, Skills and Abilities:

- 3+ years customer service and volunteer management experience
- A Bachelor's Degree
- Excellent Windows computer, POS system and Excel software skills.
- Goal-oriented with the ability to analyze data and provide action-oriented plans.
- Creative thinker and possess the skills to take a plan from inception to completion.
- Excellent time management skills; ability to manage a variety of responsibilities under pressure.
- Excellent organizational and supervisory skills with attention to detail.
- Possess a friendly and approachable manner with the ability to motivate and incentivize staff to achieve their best performance.
- Ability to work with people from diverse backgrounds
- Clearance of a criminal background check.

Physical Demands & Work Environment: The physical demands and 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 of this position. Physical requirements may include stooping, kneeling, bending, standing. Lifting and transporting of moderately heavy objects, such equipment, boxes, etc. may be included.

Application Process: Please send a cover letter, resume and three references to Claire Griffith, Assistant Director, at claire.griffith@kidzeum.org
Kidzeum is an Equal Opportunity Employer