



POSITION ANNOUNCEMENT

Guest Relations and Volunteer Coordinator

Position Summary:

Get to know the community, visit with people from across the United States, and make history available to a wide audience as a Guest Relations and Volunteer Coordinator. The Guest Relations and Volunteer Coordinator is the lead operations staff for most public open hours as well as the individual responsible for scheduling Visitor Services volunteers, tracking and recording volunteer data, and leading recruitment and retention of volunteers. The Guest Relations and Volunteer Coordinator reports to the Operations Manager.

Essential Duties and Responsibilities:

- Schedule sufficient volunteers for general operation of the public areas of the museum and other special projects.
- General orientation and placement for all new volunteers
- Train Visitor Services volunteers in museum admission, store, and ice cream parlor operations
- Assist in recruitment and retention of volunteers.
- Supervise building operations, as assigned
- Monitor and maintain cleanliness in restrooms and public areas during public hours when custodian is not present
- Manage Museum Store and admissions operations when Visitor Services volunteer is unavailable

Qualifications:

- *Required:* Excellent communication and interpersonal skills
- *Required:* Ability to work independently with minimal supervision
- *Required:* Strong customer service and organizational skills
- *Required:* Weekend availability
- *Preferred:* Interest in history
- *Desirable:* Intellectual curiosity

Pay: \$14.50/hour

Schedule: 20-25 hours/week on average. Must be available to work Wednesday-Friday as well as two-three Saturdays a month during school year and two weekends a month during summer. Application review begins November 11th. Position is open until filled. ***Start Date:*** January 6, 2025.

HOW TO APPLY: Email letter of interest, resume, and references to Jill York, j.york@cvmuseum.com. For more information contact Jill York, 715-834-7871