



## **First Impressions Coordinator**

### **Job Description**

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|--------------------|----------------------------------------------------------------------------|
| Job Functions:     | Museum Coordinator and Guest Services                                      |
| Location:          | History Museum on the Square                                               |
| Reports to:        | Visitor Experience & Engagement Manager                                    |
| Employment Status: | Permanent, Full-time, Non-Exempt Hourly                                    |
| Salary:            | \$15/Hour                                                                  |
| Regular Hours:     | 40 hours/week – Wednesday through Sunday<br>Must have weekend availability |

### **Primary Responsibilities:**

The First Impressions Coordinator serves as the welcoming face and operational anchor of the History Museum on the Square. This role ensures a professional, engaging, and well-organized visitor experience from the moment the guest walks through the door.

Working closely with the Visitor Experience & Engagement Manager, this position supports front-of-house operations, visitor scheduling, membership coordination, and gift shop sales while helping maintain clear internal systems and communication. The Coordinator plays a key role in stabilizing daily operations, strengthening visitor engagement, and improving internal processes.

### **Specific Duties:**

- Create and maintain a welcoming and professional first impression for guests.
  - First to greet visitors when they come into the Welcome Center.
  - First to answer phone calls, general inquiry emails, and social media direct messages.
- Ensure that museum facilities are operational on a day-to-day basis.
  - Daily morning “walk-through” of the museum to turn on displays, track facility data, facilitate contractor access to the museum.
  - Daily cooperative communication with the Collections and Exhibits Manager and the Business Manager on all updates to exhibit and facility issues.
- Money handling and point of sale coordination.
  - Efficiently manage financial transactions within the Square platform
  - Ensure accurate reconciliation of admissions, sales, and financial records at the end of each day.
- Stay informed about museum programming to effectively communicate museum activities to guests and the public.
- Strengthen relationships with local businesses, professional groups, and nonprofit organizations.
- Coordinate with the Business Manager on gift shop operations and research new trends.
- Collaborate with museum staff to develop social media engagement and a monthly email newsletter informing our members of museum programs, exhibits, marketing campaigns, and fundraising events.
- Coordinate, expand, and assess the membership program, including monitoring and communication.

- Assist in admission and ticket sales, including coordinating group scheduling and assisting the Education Department on field trips.
- Assist in preparing monthly visitor data and reports.
- Provide support during special events and programs.
  - Assist with tours and field trips as needed.
- Fulfill other duties as assigned.

#### Requirements:

- Experience of at least two years in hospitality, customer service, or related field.
- Experience in welcoming and engaging diverse individuals.
- Strong communication skills.
- Positive and professional attitude.
- Money handling experience.
- Familiarity with technology and interactive displays.
- Physical ability to handle objects and perform necessary tasks; move objects weighing up to 30 pounds, to climb stairs and ladders, to stoop, kneel, and crouch is preferred.

#### Job Knowledge, Skills, and Abilities:

- Experience in providing a positive first impression.
- Professional customer service experience.
- Creative, collaborative, with analytical and problem-solving skills.
- Excellent written and verbal communication for diverse groups.
- Ability to establish and maintain positive relationships with diverse groups.
- Organizational skills to handle multiple projects and unexpected situations.
- Ability to meet deadlines and budgets.
- Demonstrates professional communication at all times.
- Strong commitment to social responsibility, diversity, equity, and inclusion.
- Demonstrated knowledge of museum safety responses and protocols is preferred, but candidates with a willingness to learn will also be considered.
- Proficient in Point of Sale software and hardware.
- Proficient in Microsoft Office, email, and web-based research.