

Visitor Services Manager

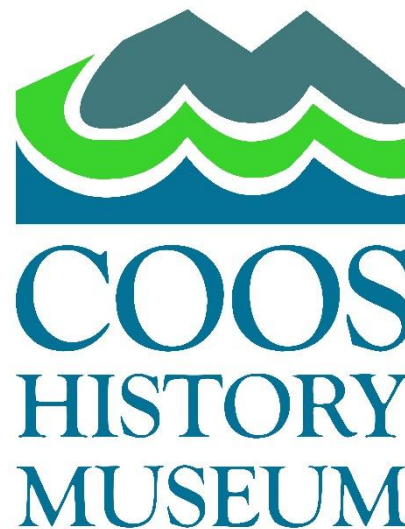
Coos History Museum

Reports to: Executive Director

Compensation: \$19 per hour

Status: Full-time, hourly, nonexempt; 32–40 hours per week

Schedule: Tuesday–Saturday, with occasional evenings for events



Position Summary

The Visitor Experience Manager leads visitor services and museum store operations and assists with designated public programs at the Coos History Museum. This position creates a welcoming, accessible visitor experience; supervises staff and volunteers; and supports public engagement.

Primary Responsibilities

Visitor Services and Volunteer Management

- Oversee admissions, visitor inquiries, membership sales, and front desk operations.
- Train, supervise, and schedule visitor services staff, front desk volunteers, and tour docents.
- Maintain welcoming public spaces and implement museum safety, security, and visitor service procedures.
- Monitor attendance and visitor feedback to support service improvements.

Museum Store

- Serve as Manager on Duty and provide front desk coverage as needed.
- Manage store operations, including merchandising, inventory, purchasing, and vendor and consignment artist relationships.
- Maintain accurate sales and inventory records.
- Coordinate the museum's artisan market.

Marketing and Communications

- Prepare and distribute promotional materials for assigned programs and activities.
- Maintain accurate visitor and program information through social media, website updates, and other communication channels.
- Keep staff and volunteers informed about museum programs, services, and operational changes.

Programs, Rentals, and Events

- Coordinate the docent tour program and assist with group visits, tours, and field trips.
- Coordinate designated public programs.
- Organize program logistics, supplies, registration, and volunteer support within approved budgets.
- Assist with facility rentals, museum events, and outreach activities, including preparation, setup, staffing, guest support, and cleanup.
- Work with museum staff to ensure activities are well organized and follow museum policies.
- Other duties as assigned.

Visitor Services Manager cont.

Qualifications and Requirements

- High school diploma or equivalent required.
- At least two years of relevant experience in visitor services, customer service, retail operations, hospitality, public programs, or a related field required.
- Experience supervising or coordinating staff or volunteers.
- Outgoing, approachable manner and a commitment to welcoming visitors of diverse backgrounds, ages, and abilities.
- Strong customer service, communication, and organizational skills.
- Ability to manage multiple tasks, respond to changing priorities, and maintain accuracy in a fast-paced public environment.
- Ability to work collaboratively as part of a small team and independently within assigned responsibilities.
- Comfort using sales systems, office software, and digital marketing tools.
- Interest in local history and community engagement.
- Ability to lift and move items weighing up to 20 pounds, with or without reasonable accommodation, for museum store operations and program and event setup.
- Must pass a background check.

Benefits

- Paid time off following completion of the probationary period, in accordance with the employee handbook.
- Paid holidays in accordance with the employee handbook.
- Professional development opportunities.
- Complimentary museum membership.
- A regular Tuesday–Saturday schedule, with advance notice of adjustments for programs, rentals, and events.
- Opportunities to preview exhibits and attend selected museum programs.
- 15% discount in the museum store.

How to Apply

Email your resume and cover letter to **employment@cooshistory.org** with the subject line **Visitor Services Application**.