



## **Experience Coordinator**

**Reports to: Executive Director**

**Close Date: Open until further notice**

### **PRIMARY PURPOSE**

Gilbert House Children's Museum welcomes over 95,000 visitors annually and relies on the ability to provide a safe, clean and accessible environment to fulfill its mission.

### **KEY JOB ELEMENTS**

The Experience Coordinator ensures the safety, appearance and maintenance of the Museum is upheld. Play-based learning at Gilbert House Children's Museum takes place in our indoor and outdoor exhibit spaces. The Experience Coordinator ensures quality learning through play opportunities for each visitor to the museum. The Experience Coordinator oversees, manages, schedules and hires the Visitor Service Staff to provide daily customer service for visitors.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

#### ***Visitor Services***

- Hire, schedule, train and supervise Visitor Service staff to ensure excellent customer service at the Museum
- Support Visitor Service staff response to injuries.
- Request support from first responders in the event of an emergency or threat.
- Develop appropriate solutions to challenges at times when a clear policy or procedure may not be in place.
- Work with other members of the Gilbert House Leadership Team to design, implement, and support all program offerings at the museum.

#### ***Safety and Security***

- Ensure the safety of guests by immediately repairing (or closing off when necessary) any potential hazards.
- Serve as the lead for the Museum safety committee. Follow and advise on OSHA and other legal regulations. Maintain MSDA binder with up-to-date sheets for all products.
- Manage staff name badge and key issues/returns. Coordinate changes with locksmiths when necessary.
- Work with City staff and security companies to ensure working alarm systems and up-to-date incident reporting.
- Submit documentation of emergencies, unusual events and incidents to the Executive Director in a timely manner.

#### ***Exhibits***

- Ensure repair of broken, non-functioning or worn exhibit components, as soon as possible, to improve the visitor experience.
- Purchase components for exhibit to replace broken/worn-out parts
- Purchase new pieces to enhance current exhibit spaces
- Perform observations in exhibits and recommend changes based on how children interact with the exhibit space.
- Work with the Executive Director and the Museum exhibit committee to design new exhibits and upgrade current exhibits.

### ***Museum Experience***

- Ensure the entire facility (building interior & exterior, storage areas, basement, attic and grounds) is exceptionally clean to create a safe and accessible environment for team members and visitors, encourage repeat visitation and provide positive experiences for patrons.
- Ensure all facility infrastructure (lights, drinking fountain, etc.) are in good working order at all times.
- Work with the Executive Director to determine work that is beyond the scope of staff and needs to be completed by an outside contractor.
  - Plan and coordinate outside contractor work to include: budgeting, museum needs, scheduling and timelines, with input from the Executive Director.

### **OTHER DUTIES AND RESPONSIBILITIES**

- May serve as Manager on Site
- Performs other duties as assigned

Applicants must be 18 years or older, be able to climb stairs, lift up to 25 pounds, have reliable transportation and pass a background check. The Museum is open Tuesday – Sunday, 10am to 5pm (September – May) and Sunday – Saturday, 10am to 5pm (May – September). The workweek for this position will be Sunday-Thursday. Weekend and evening work is required. This Leadership Team level position is full-time at \$20-\$23/hour (based on experience) and includes benefits. Please send cover letter, resume, and three professional references to [resumes@acgilbert.org](mailto:resumes@acgilbert.org) or by US Mail to: Gilbert House Children's Museum, ATTN: Executive Director, 116 Marion St NE, Salem OR 97301