

Position: Visitor Services Coordinator
Reports to: Museum Operations Manager
Status: Full-time
Schedule: 30+ hours/week. Variable schedule. Sunday availability is required.
Compensation: Starting at \$20.00/hour

Objective: The Visitor Services Coordinator provides frontline leadership for the museum's admissions and visitor services team, supervising, training, scheduling, and coaching VSR I & II staff to ensure exceptional guest experiences. This role oversees daily front desk operations, safety protocols, incident response, and special event support while maintaining strong visibility on the museum floor and serving on the Safety Committee. The position manages Altru database functions, membership processing, cash handling, deposits, and contributes to budgeting and financial oversight in partnership with the Museum Operations Manager.

Job functions: The duties and functions of this position include, but are not limited to:

▪ **Leadership:**

- Supervise all VSR I & II with the support of the Manager of Museum Operations.
- Train VSR I & II's on customer service, museum procedures, Altru and cash handling, memberships, birthday parties, field trips, camps, events, and safety protocols.
- Does performance management and correction for VSR's, , write-ups, coaching with the support of the CEO and HR Manager.
- Review resumes, conducts interviews, and hires new VSR I & II's.
- Create and administer VSR I & II's weekly and special event schedules using Paycom software.

▪ **Operations & Safety:**

- Work at the Admissions Desk as necessary to support the VSRs.
- Maintain strong visibility at the admissions area, on the museum floor to support guest needs, and safety.
- De-escalate visitor concerns, resolving issues professionally and elevating to Senior Staff when appropriate.
- Respond to First Aid incidents and complete reports.
- Act as Incident Commander during emergencies.
- Assure clean up after spills, or accidents. Familiarity with OSHA procedures on cleaning up blood or bodily fluids is necessary.
- Responsible for timely filing of all incident reports and notifies Senior Leadership as necessary.
- Implement written operations procedures for all admissions functions, including but not limited to:
 - Operation procedures
 - Cash and credit card handling
 - Admissions and membership sales
- Assist with special events including setup and tear down, assisting with decorations, moving furniture, and some heavy lifting.
- Maintain and organize supplies needed for front desk. Alert's Museum Operations Manager when there are low supplies in a timely manner.

- Work closely with Ed/Ops colleagues in the logistics of museum rentals and exclusives, and camps.
- Will alternate with the Museum Experience Manager and VSR and Educator II's in leading the morning meetings.
- Will serve on The Discovery's Safety Committee.

- **Altru & Database:**
 - Comprehensive understanding of Altru, the museum's software system. Demonstrates ability to run all necessary sales, museum reports, memberships and other transactions.
 - Works with Museum Operations Manager in coordination of membership programs.
 - Manage processing of memberships and renewals.

- **Cash Handling & Budgets:**
 - Maintain daily cash receipts and deposit slips.
 - Ensure accurate safe float and till counts and timely delivery of nightly deposits to Director of Finance.
 - Track and maintain monthly department spending to ensure alignment with organizational goals and responsible financial stewardship.
 - Contribute to department-level planning, budgeting, forecasting, and financial oversight with the Museum Operations Manager.
 - Other duties as assigned by the President/CEO or senior leadership

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Requirements:

- 1–2 years of experience in retail, hospitality, or a comparable customer-focused environment required; experience in a museum or informal science setting preferred.
- Sales and cash handling experience required
- Experience in database management.
- One year minimum experience managing people.
- First Aid and CPR Certification preferred.
- Spanish/English bilingual skills preferred.

Environment: Majority of the time will be spent between sitting and completing basic computer functions during the shift and walking the floor. Some standing and moving of tables and chairs will be necessary.

The Terry Lee Wells Nevada Discovery Museum (The Discovery) is an Equal Opportunity Employer and is committed to ensure that all employees and applicants receive equal consideration and treatment, regardless of race, color, creed, gender (including gender identity or gender expression), religion, marital or domestic partner status, age, national origin or ancestry, physical, mental or medical disability, sex, sexual orientation, citizenship, military service status, veteran status, or any other characteristic protected by state or federal law or local ordinance. The Discovery is a drug-free workplace.

Updated 2/10/26