



A First Lady's Birthplace Museum

### **Visitor Services & Administrative Coordinator**

The Visitor Services & Administrative Coordinator is a key staff member that assists in the oversight of the public hours and administration of the Edith Bolling Wilson Birthplace Museum. This position serves an important role by ensuring that the museum is presented at its best, assisting in the facilitation of programs and events, and serving to support the office and museum staff. The Visitor Services & Administrative Coordinator is supervised by the organization's Executive Director. This position contributes to the management of day-to-day operations of the museum by greeting visitors, giving tours, managing the museum store, scheduling volunteers, facilitating special events, and completing administrative tasks. This is a part-time position that will average approximately 15 hours a week scheduled during the museum's public hours (Tuesday - Saturday 10-4).

### **Essential Tasks:**

- Serve as the primary point of contact for museum visitors: greeting visitors, giving tours, and executing customer purchases in the museum store
- Track visitor numbers and demographics; complete daily and weekly financial and visitor reports for the museum and gift shop; Assist with organizing vendor files and incoming payments
- Assist with coordination of the organization's volunteer program, including recruiting, training, and scheduling, and annual recognition
- Help maintain the museum's public and internal schedules, facilitating programs, and marketing efforts
- Perform administrative tasks, such as answering phone calls, event setup, data entry, mailings, ordering supplies, composing donor acknowledgment letters, and light cleaning
- Provide excellent customer service serving as an ambassador of the organization; Work collaboratively with museum staff, board, and the public
- Other duties as assigned

### **Experience and Skills**

- High School Diploma. An ideal candidate will have completed some coursework in history or American government
- 1 or more years customer service experience
- Self-directed with ability to be a flexible team player
- Computer skills, including proficiency with Microsoft Office and/or Google Docs; Familiarity with databases and cloud-based software and platforms is preferred.

### **To Apply**

Send a resume and cover letter as a PDF to executive director Chris Burton at [chris@edithbollingwilson.org](mailto:chris@edithbollingwilson.org).

**Edith Bolling Wilson Birthplace Foundation**

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