



Visitor Services Coordinator at Bergstrom-Mahler Museum of Glass

Summary

Bergstrom-Mahler Museum of Glass is an art museum with glass-focused programming. Our mission is: We provide extraordinary glass experiences to spark fun, kindle creativity, and illuminate learning for all. The museum has stunning glass, including antique paperweights, Germanic drinking glasses and jaw-dropping contemporary glass sculpture. The museum also offers a schedule of temporary glass exhibitions, as well as studio classes in glass for youth and adults. Your museum is the global gathering place where lives are enriched and transformed by glass.

Bergstrom-Mahler Museum of Glass is committed to ensuring our guests have a positive experience by creating a friendly, welcoming environment. The museum seeks to build its team with staff who will maintain our standards of integrity, excellence and dedication to our guests, exhibitions, and colleagues.

Our Commitment to Diversity, Equity, Inclusion, Access and Belonging

Diversity, equity, inclusion, access, and belonging are core principles at Bergstrom-Mahler Museum of Glass. We recognize the need for ongoing commitment to creating an authentic space, accessible and welcoming to all. We envision a place where all people can participate in exciting discoveries in glass without regard to their personal characteristics or identities. Our core principles of diversity, equity, inclusion, access and belonging extend to all we do as an organization. We strive to be positive stewards of the ancestral lands on which we operate.

Purpose

The Visitor Services Coordinator ensures that visitors to the museum have a positive experience, by creating a friendly, inclusive and welcoming environment for all museum guests. The Visitor Services Coordinator is responsible for the daily operation and administration of visitor services at the Welcome Center, as well as acts as an information and support hub for various departments of the museum. Primary responsibilities include all aspects of coordinating the Visitor Services program, including training, and preparing the weekly schedule. This position works closely with other operational departments as a communication hub. This individual will recruit, develop, train and coordinate museum volunteers and stay current with museum standards and practices of volunteer programs. The successful candidate must be enthusiastic about working with the public and comfortable working with all ages. This position reports to the Assistant Director

This position is 40 hours per week. The Visitor Services Coordinator's weekly schedule is Tuesday, Wednesday 8:00am – 5:00pm, Thursday 11:30am– 8:30pm, Friday 8:00am – 5:00pm, and Saturday 9:00am-5:00pm. Occasional weeknights and Sundays will also be required.

Hourly Nonexempt Full Time, some weekends and evenings at \$16.00 – \$18.00 per hour.

Job Duties

- Act as the first impression of the museum, welcome visitors and set the stage for an extraordinary experience
- Learn and maintain knowledge on the museum, including its permanent collection and rotating exhibits.
- Coordinate Visitor Services staff, train, motivate, and coach to provide excellent service to visitors.
- Recruit, research, and provide training for volunteers to be successful in their roles.
- Monetary transactions at front desk including Point of Sale, daily reconciliation and cash handling using the museum's accounting principles and best practice
- Prepare the weekly schedule for visitor services staff, maintaining a contingency plan
- Coordinate the front desk operations and document attendance in spreadsheets
- Assist in coordinating museum educational outreach and programming.
- Maintain an excellent working knowledge of daily operations, the museum security system and the opening and closing of the museum

- Update website as needed to include new classes, events, exhibitions, and other areas. Obtain ongoing training as needed.
- Assist with social media accounts (Facebook, Instagram, Twitter, LinkedIn) as needed, to boost content and respond to inquiries posted on Instagram and Facebook
- Disseminate calendar information to various media channels, update media calendars and tourism websites. Conduct periodic web scans to ensure the museum is positioned well and appropriately.
- Track content needs for non-digital constituents and provide regular appropriate services to meet the needs of that audience. This would include updating printed material.
- Prepare and gather visitor satisfaction and feedback information
- Assist Education department with program outreach, registrations, and responsible for maintaining class enrollment schedules for: scouting programs, tours, adult and family programming, and others
- Coordinates docent and self-guided tours, scavenger hunts and gallery guides
- Assists departments in shipping and receiving and mail functions
- Collaborate with the Museum Shop to ensure that all visitor facing positions are covered during operating hours

Essential Skills

- **Education/Training:** College degree desired
- **Experience:** 2 or more years of customer service, including cash handling and credit card experience. Non-profit experience preferred
- **Technical:** Computer skills, familiar with Microsoft Office, Google products, social media platforms, Square and Outlook email.
- **Interpersonal:** Outstanding communication skills which must be effective and courteous, requiring high integrity when dealing with a broad array of backgrounds. Strong skills in speaking, writing, presenting and the ability to motivate employees and volunteers. Must have a desire and ability to effectively communicate with a variety of stakeholders, including visitors, employees, museum members, volunteers and the community at large.
Excellent customer services skills
Strong organizational and problem-solving skills
- **Physical:** Operate office equipment, lift 25 lbs.

Bonus Skills

- Graphic Design skills
- Education related background
- Event Planning

Position Measurements

- Prompt attendance – the museum relies on Visitor Service to be open to the public
- Attention to detail – ensure that all tasks are completed
- Commitment to continuous improvement – review processes regularly
- Internal relations – maintains collaborative relationships with all museum areas
- Self-directed, disciplined, confidential and operates with high integrity.

Environment & Working Conditions

Bergstrom-Mahler Museum of Glass is an equal opportunity employer professionally accredited museum by AAM. Staff collaboration is part of the culture. While performing the duties of this job, the employee is required to move throughout the building and operate a variety of office equipment.

About the Museum

Our Mission: We provide extraordinary glass experiences to spark fun, kindle creativity, and illuminate learning for all. Established in 1959, Bergstrom-Mahler Museum of Glass is a fine art museum with glass-focused programming located in Neenah, Wisconsin. It is one of a few American Alliance of Museums accredited institutions in the State of Wisconsin and the only one exclusive to the media of glass. The museum collection has stunning objects, including antique paperweights, Germanic drinking glasses, and jaw-dropping contemporary glass sculpture. The museum also offers a schedule of temporary glass exhibitions, as well as studio classes in glass for youth and adults and a shop with one-of-a-kind gifts. Additional information is available on our website at bmmglass.com.

Send all inquiries with a cover letter, cv/resume and references to John Timmer, Assistant Director, timmer@bmmglass.com

Benefits at Bergstrom-Mahler Museum of Glass

The following benefits apply to any regularly-scheduled position of 30 hours per week or more at Bergstrom-Mahler Museum of Glass. This is a general listing and not exhaustive. Please refer to the Bergstrom-Mahler Museum of Glass Employee Handbook for specific benefits information and examples.

Paid Time Off (PTO) – to be used for vacation, sick, and personal time off

- 15 pro-rated days after 1 year of service, awarded on July 1, first day of the fiscal year. Days are pro-rated according to number of regularly-scheduled weekly hours.
- After first 6 months of service, PTO time will be awarded, pro-rated to number of months remaining in fiscal year.

Holiday Pay – paid holiday leave to observe the following designated holidays: Your Birthday, New Year’s Day, MLK Day, Easter Sunday, Memorial Day, Juneteenth, July 4th, Labor Day, Thanksgiving Day, and December 24th, 25th, and 26th.

401k Retirement Plan – After 1 year of service and 1,000 hours worked, employees age 21 or over are eligible to enter plan on next entry date of January 1 or July 1. The museum’s safe harbor matching contribution will be a 100% (dollar-for-dollar) matching contribution on salary deferrals up to 3% of compensation plus a 50% matching contribution on any additional salary deferrals above 3% up to 5% of compensation.

Health Insurance – employee health insurance covered at 75% premium by museum/ 25% by employee. Extension of coverage to family 50% premium by museum/ 50% by employee. Eligible for coverage on 1st of month following 30 days of service.

Dental and Vision Insurance – premium 100% by employee, eligible for coverage on 1st of month following 30 days of service

Life and Disability Insurance – eligible for coverage on 1st of month following 30 days of service

Museum Membership – includes discounts in shop and classes. Also includes North American Reciprocal Museum (NARM) Association membership

Bereavement Leave – A maximum of three consecutive days of paid bereavement leave, as needed, may be granted in the event of death of an immediate family member. One day of paid bereavement leave may be granted in the event of death of other relatives for the funeral.

Associated Bank – Through a partnership with Associated Bank, museum employees can enjoy “Bank at Work” financial webinars and also bank account benefits.