

Reitz Home MUSEUM



Position: Visitor Experience Coordinator / Tour Guide

Hours: Tuesday through Saturday 10:30 AM – 3:00pm; Part-time

Starting Pay: \$10-13+ / hr

Position Overview:

The Reitz Home Museum seeks a dynamic and personable **Visitor Experience Coordinator** to create an exceptional experience for every guest who visits the museum. This position serves as the first point of contact for visitors, ensuring a welcoming atmosphere while coordinating tours, managing the visitor desk, and supporting public programs, events, and volunteer engagement. The ideal candidate is enthusiastic about history, hospitality, and connecting people with cultural heritage.

Responsibilities

- **Visitor Engagement & Front Desk Operations**
 - Welcome and orient visitors, handle admissions and gift shop sales.
 - Provide engaging information about the museum's history, exhibitions, and events.
 - Answer phone calls, emails, and visitor inquiries with professionalism and warmth.
- **Tour & Program Support**
 - Schedule and coordinate guided tours, school groups, and special visits.
 - Occasionally lead tours.
 - Assist with and help develop educational and public programs.
 - Collaborate with staff and volunteers to ensure smooth program delivery.
- **Volunteer & Event Coordination**
 - Support museum events and rentals by assisting with setup, guest management, and follow-up.
 - Help recruit, schedule, and communicate with docents and volunteers.
- **Administrative Support**
 - Maintain visitor statistics, survey data, and attendance reports.
 - Assist with general office tasks as needed.
 - Assist with curatorial projects

Qualifications

- Excellent interpersonal and communication skills; enjoys working with the public.
- Demonstrated customer service or visitor services experience, preferably in a museum, historic site, or hospitality setting.
- Strong organizational skills and attention to detail.
- Comfortable using point-of-sale and scheduling software (training provided).
- Ability to work independently and collaboratively with staff and volunteers.
- Availability for occasional evenings for programs and events.

Preferred

- Background in history, museum studies, education, or a related field.
- Experience giving tours or public presentations.
- Familiarity with nonprofit operations or cultural institutions.
- Willingness to learn

Compensation & Schedule

- This is a part-time position.
- Hourly pay commensurate with experience.
- Includes regular weekend hours.
- The Museum may offer flexible work schedules, as needed by the chosen candidate.