

**Name:****Job Title:** Visitors Services Administrator**Reports to:** KHS Deputy Director**Organizational Level:** Operations/Visitors Services**PD Prepared by:** Jessica Stavros**Department:** Kentucky Historical Society**Class Title:** KHS Program Administrator II-KHS**Division:** Administration**Position Number:** 30019746**Position Type:** Full-time, Exempt**Hire Date:****Job Summary:**

The Visitor Services Administrator will work to fulfill the mission of the Kentucky Historical Society (KHS) as well as work to help colleagues throughout the building succeed. They lead the Visitor Services team to ensure the visitor experience with KHS is a positive one and maintains a high standard of customer service. The Visitor Services Administrator directly oversees the retail and sales operations, as well as the volunteer program. The Visitor Services Administrator also oversees activities including admissions, reservations, and scheduling. The Visitor Services team is the call-center for KHS and works with every functional team to advance the mission of KHS.

Essential Duties and Responsibilities:

- Manage the Visitors Services team, which consists of Visitor Services associates, Visitor Services Coordinator, Volunteer Coordinator, and Special Events & Rental Facilities Coordinator
 - To be responsible for hiring, orientation, ongoing supervision, and evaluation of all Visitor Services staff, volunteers, and interns
 - To be responsible for the training of all Visitor Services staff, volunteers, and interns
 - To ensure consistency of quality, accountability, and high standards in all services
 - To conduct regular performance appraisals with program team members, providing constructive feedback and direction as to improvement
 - To provide positive leadership to all staff, encouraging a team approach, professional attitude, and always modeling best practices in this regard
 - To assist the KHS Deputy Director with the development of the team budget and to monitor and be accountable for all expenditures and revenue goals
 - Maintain a safe and clean work environment, including ensuring public health guidelines and/or changes within those guidelines are followed
- Manage all KHS retail and sale operations, both in person and online
 - Manage the Museum Store daily operation, staff, and sales
 - Manage product inventory in conjunction with institutional strategies, directives, and schedules
 - Coordinate online sales with KHS functional teams and provide updates to an online site
 - Oversee order fulfillment of earned income efforts of KHS, inclusive of on-site, online, and outreach sales.
 - Create new sales opportunities through product development, purchases, and mission-driven product choices
 - Works closely with functional teams, particularly Marketing Communications, to develop and implement plans for marketing and merchandising of KHS products.



Position Description

Visitors Services Administrator

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- Responsible for the management and operations of front-line services such as tickets, reservations, and information/orientation desks
 - Ensures daily visitor and departmental information is accurate and up to date. Communicates updates and changes throughout the organization as necessary
 - Ensures phone system information is up-to-date
 - Ensures required areas (visitor services desks and phones) are adequately staffed and prepared
 - Maintains the integrity of balanced and efficient fiscal operations, including record retention

- Other duties
 - To participate as an active agency representative in collaborative partnerships and other related community activities
 - Participate in professional groups related to museum stores and visitor services.
 - To identify trends and/or learning needs for visitor service staff, and the staff of the agency as a whole, and assist in providing training as needed

Qualifications:

Education/Experience – Minimum four (4) years of professional experience in a museum, history center, or other visitor-based cultural institution. Bachelor’s Degree in management, sales, advertising, or related field is preferred.

Supervisory - Minimum three (3) years in a supervisory position.

Communication - Ability to write and communicate effectively with staff, volunteers, and outside vendors.

Computer Skills – Basic internet, word processing, database management, spreadsheets, and email use.

Special Requirements - Knowledge of point of sales (POS) systems, ticketing systems, inventory systems, electronic constituency management systems, and/or general record keeping systems.

Working Conditions:

- *Work Environment:* Ability to organize files and projects and complete them in a timely manner. Must be able to manage multiple projects from concept to completion. Must be willing to work some evenings, weekends, and occasionally travel.
- *Physical Demands:* Must be able to lift materials of up to 25 lbs. Must be able to stand for long periods. Must be able to maintain consistent movement between KHS campus sites.

Competencies/Behavior Dimensions:

- *Passion for Kentucky history:* Passion for the KHS mission and core values: service, discovery, excellence, authenticity, stewardship. Possess the ability to communicate this passion to others.
- *Embrace Diversity:* Commitment to inclusiveness and empowerment.
- *Behave Ethically:* Understand ethical behavior and KHS Policies and Procedures, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.



- *Communicate Effectively:* Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.
- *Creativity/Innovation:* Develop new and unique ways to improve operations of the organization and to create new opportunities.
- *Foster Teamwork:* Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- *Lead:* Positively influence others to achieve results that are in the best interest of the KHS.
- *Make Decisions:* Assess situations to determine the importance, urgency, and risks and make clear decisions which are timely and in the best interests of the KHS.
- *Organize:* Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.
- *Plan:* Determine strategies to move the organization forward, set goals, create and implement action plans, and evaluate the process and results.
- *Solve Problems:* Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- *Build relationships:* Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the KHS.
- *Focus on client needs:* Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- *Professional Development:* Actively participate in agency-approved internal and external professional development events, as needed or directed by the supervisor.

Direct Reports:

Volunteer Coordinator	Position No. 31042693
Museum Store Manager	Position No. 31008931
Visitors Services Coordinator	Position No. 30019761
Visitor Services Associate – FT	Position No. 31024349
Visitor Services Associate – PT	Position No. 30019768
Visitor Services Associate – Interim	Position No. 31081829
Special Events & Rental Facilities Coordinator	Position No. 30019755