



JOB DESCRIPTION

LIBRARY AID MUSEUM COORDINATOR PART-TIME REGULAR

Title: Library Aid

Museum Coordinator

GRADE: A1

FLSA: Non-Exempt

Department: Belen Public Library/Belen Harvey House Museum

BARGAINING: None

Supervision Received: Museum Manager

Revised: 08/2023

Supervision Exercised: Museum Volunteers

GENERAL PURPOSE:

This position involves responsible, professional work that includes the planning, organizing, and supervision of the Belen Harvey House Museum Branch Library and Belen Visitor Center. Museum Coordinator is responsible for supporting that visitors to Belen of all ages have a positive, high-quality experience at the Belen Harvey House Museum and the Belen area. Museum Coordinator is responsible for ensuring that museum volunteers receive the support necessary to carry out their respective responsibilities. The Museum Coordinator should coordinate with the Museum Manager and report as needed to the Library Director to ensure consistency of oversight of all operations. Activities are performed with independent judgment and initiative within the policies established by the Belen Public Library and the City of Belen, with an emphasis on provision of stellar customer service.

ESSENTIAL DUTIES:

- **General:** Follow the policies and procedures as set forth by the City of Belen. Attend all necessary training and classes.
- **Front Desk:** Provide oversight of all front desk and Visitor Center operations, and supervise interns and volunteers. Ensure that Harvey House Museum procedures are followed regarding greeting visitors; providing visitor information and concierge services; processing admissions and donations; tracking of all evaluation data (number of guests, zip codes etc.), and acting as a point of contact for the Museum. This position is responsible for handling of money and accurately processing all transactions. Additionally, this position is responsible for ensuring that opening and closing procedures are handled including front computer entries, reports printed, and cleaning of Museum and Visitor Center.
- **Exhibits Areas:** Ensure all volunteers working on museum floor keep the museum safe, clean, and orderly. Ensure that all volunteers are providing a positive welcoming atmosphere for visitors. Provide feedback (positive & constructive) as needed and pass on recommendations to Museum Manager. Monitor number of visitors and implement waiting list when necessary. Give museum tours to guests as needed. Assess and resolve visitors' questions and concerns, and complete incident reports if necessary.
- **Facilities:** Ensure that the Museum is maintained with high standards for safety, cleanliness and appearance. Monitor all areas for safety and for needed repairs. Monitor cleaning and offices supplies. Keep the Museum Manager aware of any issues that have been resolved and those that still need further action. Ensure that City of Belen procurement and safety policies are followed at all times.
- **Belen Welcome Center and Café:** Coordinate visitor experience in the Belen Welcome Center, including updated information and materials on area events and attractions, attractive and welcoming entrance experience, and management of the flow of Café visitors.

- **In-Museum Programs & Events:** Provide oversight of any programs that take place in the museum. Ensure that sufficient supplies are prepared, that volunteers understand procedures, and that visitors have been notified of start and end of programs. Ensure visitor counts are taken and surveys are handed out if needed. Also make sure adults are given photo releases to fill out and photos are taken by assigning a volunteer.
- **Promotion:** Serve as a contact person for the Museum and Visitor Center, and represent the Museum and City of Belen with integrity and professionalism. Share program and event information with community, news media, social media, and local organizations. Maintain contact with local, statewide, and national historical and museum organizations. Design and create promotional materials for Harvey House Museum, Library, City and surrounding area for events and attractions as needed.
- **Area Tourism:** Work with local organizations to coordinate and formalize arts and cultural activities and events in the historic downtown area and beyond. Coordinate with other City personnel to promote and enrich attractions, experiences, and events for visitors to Belen.
- **Volunteer Coordination:** Ensure that volunteers receive background checks and complete City of Belen volunteer orientation. Ensure that volunteers have completed the appropriate forms and training sessions for the City and for the Museum. Create, update and maintain a Tour Script and concierge service protocol for volunteers. Work with volunteers to create and maintain a posted schedule, and to keep volunteer information updated and highly visible. Ensure that volunteers are trained in emergency protocols including, but not limited to, injury, fire, medical emergency, or others.

NON-ESSENTIAL DUTIES:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS:

- Candidate must have excellent oral and written communication skills.
- Candidate must have established volunteer management skills.
- Candidate must have in-depth knowledge of museum and tourism visitor operations, including exhibit and collection development and promotions.
- Candidate must possess a high school diploma, with some relevant life experience.
- Candidate must be able to organize and perform work functions with limited supervision.
- Candidate must be able to formulate short and long term goals, including locating and applying for appropriate grant funding.
- Candidate must be available to work evenings and weekends regularly.
- Candidate must possess and maintain a valid New Mexico driver's license.
- Candidate must successfully complete drug testing.
- Candidate is preferably bilingual (Spanish/English).

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to ascend and descend stairs, walk, sit and talk or hear. The employee is frequently required to use hands or fingers, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee is occasionally required to push, pull, climb or balance, stoop, kneel, or crouch. Position requires frequent bending, reaching and lifting.

The employee must occasionally lift up to 25 pounds and move up to 120 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works inside building conditions. The employee may occasionally work in moderately high places.

The noise level in the work environment is normally quiet to moderate pitch, with occasional noise from nearby trains.

DISCLAIMER: The above information is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities, requirements or knowledge, skills and abilities.

This job description does not constitute a contract for employment.

I, _____, have reviewed the job description.
Print Name

_____ Date: _____ Signature

The City of Belen is an Equal Employment Opportunity and a Drug Free Workplace Employer.