



## Visitor Services & Events Coordinator Job Posting

**JOB SUMMARY:** Yakima Valley Museum is looking for an energetic Visitor Services & Events Coordinator with a drive to succeed. The Visitor Services & Events Coordinator will contribute to the growth of the museum and join a team of professionals dedicated to providing audiences with fun, engaging and educational experiences. They are responsible for overseeing the daily operations of the front desk and the events and rental program. This is a Tuesday-Saturday with evenings and weekends as necessary to ensure staffing at events and rentals. The ideal candidate will be creative, organized and dedicated to providing quality and positive visitor experiences.

**ABOUT THE MUSEUM:** Founded in 1952, the Yakima Valley Museum provides residents and visitors with impactful exhibits and programs that focus on central Washington's unique cultural and natural history. The Museum is one of only three museums in Eastern Washington accredited by the American Alliance of Museums, and with a 65,000 square foot facility, is one of the largest cultural history museums in the state. The Museum includes several rental spaces used by the community for meetings, parties, conferences and other events.

### PRIMARY RESPONSIBILITIES:

#### Front Desk Operations:

- Oversee the operations at the front desk and opening and closing procedures of the Museum. Perform light maintenance tasks and daily routine cleaning of public areas and exhibit spaces, reporting any issues with exhibitions to appropriate staff.
- Provide quality customer service to all visitors to the Museum, handle any escalated visitor issues.
- Operate a point-of-sale system to conduct sales of admissions, memberships and items in the Museum Store.
- Reconcile cash drawers and manage daily deposits.
- Develop appropriate policies and procedures to best reflect industry standards and customer service.

- Update marketing and promotion areas at Front Desk, including but not limited to outside screen, lobby monitor, brochure racks, and community bulletin board.
- Promote museum programs, public events, and the museum membership program to visitors.
- Assist in the daily operations of the museum shop, including inventory management.
- Answer and direct phone calls to appropriate staff.

#### Events and Rentals:

- Plan, coordinate and schedule the Yakima Valley Museum rental spaces, including Centennial Hall, the Great Hall, Conference Room, and Jewett Lobby Gallery.
- Make sure events and rentals follow policies and procedures that uphold the integrity of the Museum and ensure the safety of exhibitions.
- Oversees the successful execution of all internal and external events that includes but is not limited to tasks such as: meeting with potential clients, developing room set-up layouts, managing payments and contracts.
- Works with clients to schedule events and determine space, equipment, audio/visual, security, and set up needs.
- Provide support to internal public programs and Museum outreach efforts.
- Contribute to the marketing of rental spaces.
- Document in appropriate system and communicate events needs to Facility Maintenance Coordinator and other Museum staff.
- When appropriate, provide additional technical support for equipment set up for events.
- Ensure policies, contracts, and pricing are consistent with market trends and industry standards.
- Maintain Museum event calendar.

#### Other Duties:

- Assist with other tasks as assigned.

#### REQUIREMENTS:

- Strong interpersonal skills, enthusiasm and ability to contribute to a positive work culture.
- Ability to work as part of a team and collaborate with colleagues and stakeholders to reach common goals.
- Ability to work efficiently and courteously with diverse audiences including members of the public, staff, volunteers, and other stakeholders.
- Ability to prioritize tasks to meet scheduled deadlines.

- This position requires frequently standing and lifting 25 pounds or more.
- Bilingual is preferred, but not required.

#### PREFERRED QUALIFICATIONS:

- Two or more years of experience in customer service, visitor services, or event coordination, ideally in non-profit organizations, museums, or arts and cultural organizations.
- Strong organizational skills and attention to detail with the ability to manage multiple priorities and handle fast-paced situations.
- Flexibility in work schedule, including availability for evening, weekend, and holiday events as required.

#### EMPLOYMENT COMPENSATION:

This position is full-time, 40 hours a week, hourly position pay within the range of \$20-22 per based on skills and experience. This includes health and dental insurance (paid at 90% for health insurance and 100% for dental), up to 3% contribution match with museum retirement program, and paid time off and sick time which will be discussed during the interview process. This position is Tuesday-Saturday, with occasional evening and weekend hours for events and rentals.

We encourage applications from candidates of all backgrounds. Diverse perspectives and experiences enhance the richness of our work and reflect our community. We expect that not all candidates will meet every criterion in this job description, and some candidates may decide not to apply if they do not meet every line in the description. We encourage you to apply anyway!

Yakima Valley Museum is an equal opportunity employer.

Please submit a resume, letter of interest, and three professional references by October 10<sup>th</sup>, 2025. Please submit to Liz Hobson, Executive Director at [liz@yvmuseum.org](mailto:liz@yvmuseum.org)