



INDIANA UNIVERSITY

MUSEUM OF ARCHAEOLOGY
AND ANTHROPOLOGY

Job ID: 312927

Position Title: Visitor Services and Facilities Coordinator

Department Name: IU Museum of Archaeology and Anthropology (IUMAA)

Role Descriptor: Facility Operations Specialist

Department ID: BL-MAA

Supervisor's Title: Learning and Community Engagement Manager

Hourly Pay: \$21.00, Full Time Position

Job Summary:

The Visitor Services and Facilities Coordinator (Coordinator) will work directly to support the sustainability of the museum's facilities and create a welcoming and inclusive environment for visitors. The Assistant will play a key role in ensuring that visitors have a positive and enjoyable visit while assisting with various aspects of facilities management. The Assistant is responsible for cultivating a welcoming, and inclusive environment for visitors entering the museum and orienting visitors, processing admission, and tracking operations/admissions data to align with museums data-driven focus on audience engagement. Assistant will also support the maintenance and upkeep of the Museum's physical infrastructure and ensure a safe visitors and staff. The Facilities Assistant will work closely with the Learning and Community Engagement (LCE) Manager, the Operations Manager, and other team members to address day-to-day operational needs and maintain the museum's facilities to ensure alignment with LEED certification and IU standards.

The Guest Services and Facilities Assistant is a non-exempt position that reports directly to the LCE Manager, and works collaboratively to support the operations, curatorial, exhibitions, and collections teams. This position mentors and works directly with students, part-time staff, interns, fellows, and volunteers.

Responsibilities:

- Welcome visitors with a warm and friendly demeanor, providing information about exhibitions, programs, and museum amenities.
- Respond to visitor inquiries, provide directions, and offer recommendations to enhance their museum experience.
- Manage the front desk area, including answering phone calls, handling incoming inquiries, and maintaining a neat and organized reception space.
- Track attendance and other data accurately using the museum's systems.
- Engage with visitors to create a positive and informative experience, offering insights into exhibitions and artworks.
- Address visitor feedback, comments, and concerns with professionalism and a customer-centric approach.
- Ensure that the museum's facilities and services are accessible and welcoming to all visitors, including those with disabilities.
- Provide assistance and accommodation to visitors as needed.
- Collaborate with the Learning and Community Engagement team to support museum events, workshops, lectures, and programs.

- Set up and arrange event spaces, assist with guest registration, and provide logistical support as needed.
- Support the Operations Manager in coordinating with external vendors, contractors, and service providers for maintenance and repair tasks.
- Assist the Operations Manager in overseeing contractors' work to ensure quality and adherence to safety standards.
- Assist with routine maintenance tasks, including painting, cleaning, and minor repairs, to ensure the museum's facilities are well-maintained and visually appealing.
- Monitor and report any facility issues, damage, or safety concerns to the Facilities Manager.
- Support the installation and deinstallation of exhibitions as assigned by supervisor.
- Ensure that safety protocols are followed throughout the museum, including fire safety, emergency exits, and evacuation procedures.
- Monitor security systems and assist with maintaining a secure and controlled environment.
- Other duties as assigned.

Skills and Knowledge:

- High school diploma or equivalent; technical certifications in facilities management, maintenance, or a related field are a plus.
- Demonstrated experience in facilities maintenance, preferably within a museum, cultural institution, academia, or similar environment.
- Previous experience in customer service, hospitality, or guest relations preferred.
- Experience and ability to observe and respond to various people's types of needs within an emergency and/or situations with conflicts (people: youth, adults, and large groups).
- Experience in assisting with culturally complex, sensitive, or confidential projects - including a demonstrated ability to listen and deal empathetically with a wide range of people and cultural groups.

To Apply:

- Review the job description and then click on "Apply for Job" to begin your application.
- Non-IU employees will need to sign in to access your account. If you do not already have an account, click on "Register Now" to create an account. Current IU employees will be recognized through CAS Authorization.
- Complete the application process.
- https://hrms.indiana.edu/psp/PH1PRD_PUB/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG.SEARCH_FL.GBL?Page=HRS_APP_JBPST_FL&Action=U&FOCUS=Applicant&SiteId=1&JobOpeningId=312927&PostingSeq=1