

## **VISITOR CENTER COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The Visitor Center Coordinator is responsible for the overall direction of the Endicott Visitors Center and Community Meeting Hall, and involves promoting and marketing the Center. Contact with the visiting public is an integral function of this position requiring the incumbent to deal with large groups, visitors, school children, tour groups, etc. Work is performed under the supervision of the Mayor and the Board of Trustees, with leeway allowed for the use of independent judgment while following prescribed policies and procedures. Supervision is performed over the Visitor Center Attendant, and the incumbent directs the work of volunteers and service providers. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Schedules and coordinates group events including open houses, community events, special events, ceremonies, meetings, and/or tours;

Schedules and coordinates educational and public outreach programs, such as tours, workshops, lectures, and classes;

Ensures a well coordinated and positive visitor experience;

Ensures patron and volunteer comfort and safety;

Investigates complaints and takes appropriate action to resolve problems and inefficiencies in operations;

Oversees contracts for use of the facilities;

Uses advertising/marketing strategies to promote events;

Works with State and local agencies and groups to obtain temporary or revolving displays;

Recruits, trains, and schedules volunteers for the Visitor Center;

Develops educational programs concerning local history and local events for adults and students;

Maintains records and makes reports to the Village Board and Mayor;

Assists in the development/writing of grants for program activities;

Develops revenue sources from rentals, donations, grants, and other sales;

Maintains all records as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of the scheduling and organizing of events;

Working knowledge of successful promotional techniques and strategies;

Working knowledge of local history;  
Ability to establish and maintain effective working relationships with volunteers, community groups and visitors to the Center;  
Ability to recruit, train and coordinate volunteers and ensure optimum use of volunteer services;  
Ability to maintain records and prepare oral and written reports;  
Ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed;  
Ability to use tact and courtesy when dealing with the public;  
Ability to follow both oral and written instructions;  
Ability to research grant opportunities;  
Ability to develop, maintain and promote good public relations;  
Ability to speak effectively in public to groups and to the media;  
Ability to express oneself clearly and concisely;  
Ability to recruit, train and coordinate volunteer services;  
Ability to establish and maintain effective working relationships;  
Initiative;  
Resourcefulness;  
Courtesy;  
Tact.

**MINIMUM QUALIFICATIONS:**

A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree and one year of full-time experience, or its part-time or volunteer equivalent, in customer service and/or sales, or in the planning, development, and/or supervision of a program;

B) Graduation from high school or possession of an equivalency diploma and three years of full-time experience, or its part-time or volunteer equivalent, in customer service and/or sales, or in the planning, development, and/or supervision of a program;

C) An equivalent combination of training and experience as defined by the limits of A) and B) above.