**University Information**

<table>
<thead>
<tr>
<th>Org/College:</th>
<th>Office of the Provost</th>
<th>Department:</th>
<th>UI Stanley Museum of Art</th>
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</thead>
<tbody>
<tr>
<td>UI Job Code:</td>
<td>PAA1</td>
<td>Pay Level:</td>
<td>2B</td>
</tr>
<tr>
<td>Job Function:</td>
<td>Administration</td>
<td>Job Family:</td>
<td>Administrative Services</td>
</tr>
<tr>
<td>University Classification:</td>
<td>Administrative Services Coordinator</td>
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**Department Information**

<table>
<thead>
<tr>
<th>Org/Dept/Sub-dept #:</th>
<th>02-0150-00000 –Office of the Provost, Museum of Art</th>
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</thead>
<tbody>
<tr>
<td>Position #:</td>
<td>00250670</td>
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<tr>
<td>Working Title (if applicable):</td>
<td>Visitor Services Coordinator</td>
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<tr>
<td>This Position Reports to (Title/Position #):</td>
<td>Curator of Learning &amp; Engagement</td>
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<tr>
<td>Position Has Administrative Supervision?</td>
<td>No, students only</td>
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**Position Overview:** The University of Iowa Stanley Museum of Art seeks an experienced Visitor Services Coordinator to oversee and support audience experiences at the museum. Primary responsibilities include managing and training gallery hosts and front desk staff; overseeing point of sales transactions for museum merchandise and the coffee cart; coordinating tour and event schedules with Learning & Engagement staff; implementing and managing all aspects of event rental in the museum; and developing safe and accessible navigation within the museum for all visitors. The Visitor Services Coordinator will work closely with the Curator of Learning & Engagement and Associate Curator of Education to schedule tours and events in the museum, as well as implement safety protocols and emergency response training. Additionally, they will work with curators to train gallery hosts on new exhibitions, the Department of Public Safety to ensure proper security staffing for events, and Facilities Management to organize building needs for special events. The Visitor Services Coordinator and their team may also be asked to participate in social media campaigns to promote the museum.

Success in this position requires building and maintaining strong relationships within the museum and with a diverse range of students, staff, faculty, and community partners. The ideal candidate will possess a demonstrated commitment to accessible, audience-centered learning and programming and advanced skills in event planning and program implementation.

**Position Information**

**Key Areas of Responsibility**

**Operational Support and Management (PAA1):** Support the daily operations of an office, project or program, including coordination of specialized events and activities, monitoring appropriateness of expenditures, contract or grant requirements, and changes in policies and procedures. May require advanced knowledge and expertise in specific office, project, or program to provide administrative/ operational support and management. Make decisions and exercise a moderate level of autonomy while typically performing administrative support/ management responsibilities for executives of an organization (e.g., Deans, Directors, DEOs, VPs), including managing schedules, correspondence, and travel arrangements.

- Implement and manage all aspects of event rental at the museum.
- Create welcoming, accessible, and safe environment for all visitors to the museum.
- Manage coffee cart in the lobby.
- Manage point of sale transactions in the lobby.
- Schedule and organize tours, public programs, and special events at the museum.
- Contribute to developing assessment instruments for our programs, events, and audience experience.
- Coordinate with staff in Facilities Management to ensure proper maintenance of the museum building.
- Coordinate with staff in the Office of Public Safety to ensure that the museum building and collection are secure.
Human Resources (HR) (PAA1): May provide functional and/or administrative supervision for students and temporary staff. Initiate HR transactions at the request of others at the department/unit level. May work with organizational Human Resources to ensure guidelines and rules are followed and to disseminate information.
- Hire, train, manage, and supervise student gallery hosts and front desk staff.
- Coordinate across departments to schedule security and facilities management needs for special events.

- Monitor assigned budget related to front of house staffing.
- Coordinate all aspects of event rental program.
- Order museum merchandise and coffee cart supplies and track inventory.

Information Management (PAA1): Typically is the primary contact for the project, program, unit, department, or college/division by providing information and responding to inquiries. Gather and provide information using available resources.
- Develop and maintain effective campus and community partnerships related to UI students that serve the museum’s mission.
- Serve relevant committees to build relationships with partner organizations and audiences.
- Contribute to the production of front desk handouts and museum guides, both printed and digital.

Universal Competencies

Collaboration/Positive Impact

<table>
<thead>
<tr>
<th>Proficiency Level: Basic</th>
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<tbody>
<tr>
<td>Ability to work with a variety of individuals and groups in a constructive and civil manner and utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs.</td>
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</table>
- Grasps the inevitability and challenges of change and adapts accordingly; utilizes learning opportunities to prepare for changing work, methods and work environment.
- Demonstrates civil and respectful behaviors valued within the organization.
- Provides and accepts ideas and suggestions in a constructive and helpful manner.
- Exhibits good teamwork: is approachable, cooperative, and contributes to an overall positive and productive work/team environment.

Diversity, Equity, and Inclusion

<table>
<thead>
<tr>
<th>Proficiency Level: Basic</th>
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<tbody>
<tr>
<td>Ability to work with a variety of individuals and groups in a constructive and respectful manner while appreciating the unique contribution of an inclusive workforce that brings together the talents of people across multiple identities, including: race, creed, color, religion, national origins, age, sex, pregnancy, disability, veteran or military status, sexual orientation, gender identity, or associational preferences.</td>
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- Articulates the University’s commitment to diversity, equity and inclusion as it relates to their role at the university.
- Demonstrates civil and respectful behaviors in support of the UI Human Rights policy that prohibits any differences in treatment that deprives the person of consideration as an individual.
- Demonstrates a willingness to examine one’s own biases, assumptions, and attitudes.
- Knows where to find diversity-related organizational policies, procedures, and resources.

Service Excellence/Customer Focus

<table>
<thead>
<tr>
<th>Proficiency Level: Working</th>
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<tr>
<td>Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers.</td>
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- Enhances service by seeking ways to add value to customer interactions/services.
- Demonstrates sincere concern and takes responsibility when a customer complains, even if the cause of the problem lies elsewhere.
- Listens to feedback without defensiveness and uses it to enhance communication effectiveness.
- Communicates in alternative ways to accommodate different listeners.

As part of performing the key areas of responsibility and competencies described above, staff members are expected to meet reasonable standards of work quality and quantity, as well as expectations for attendance established by their supervisor. Staff members are also expected to comply with policies governing employee responsibilities and conduct, including those contained in the [University Operations Manual](#).

Position Technical Competencies and Proficiency Levels

Budgeting

<table>
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<th>Proficiency Level: Basic</th>
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<tr>
<td>Knowledge of, and ability to apply, policies and practices for planning and administering a budget.</td>
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• Explains the various purposes and uses of budgets.
• Summarizes the budgeting process cycle, necessary inputs and reporting requirements.
• Lists essential elements of a budget.
• Describes major budget items in own organization in general terms.

**Human Resources Policies, Strategies, and Environment**

**Proficiency Level:** Basic

Knowledge of major responsibilities, accountabilities, and organization of the Human Resources (HR) function or department; ability to use and effectively administrate the organization’s HR policies, strategies, and environment.

- Identifies the features of HR policies, strategies and environment.
- Clarifies which HR component would address a given employee issue.
- Explains typical examples of proper and improper behavior in HR policy compliance.
- Gathers information for HR management and development from various sources.

**Office Administration**

**Proficiency Level:** Extensive

Ability to carry out ongoing office administration tasks effectively and efficiently in support of individuals, teams, and/or units.

- Performs all aspects of administrative support for a location or a department.
- Manages current equipment service agreements and support services.
- Processes and documents requirements for equipment or staff requisitions.
- Develops and maintains physical and electronic filing systems.
- Coordinates preparation and distribution of standard reports (e.g. status or activity).
- Documents administrative process flow to and from other functions and departments.

**Operational Functions**

**Proficiency Level:** Working

Knowledge of major functional processes and associated operating requirements; ability to apply this knowledge appropriately to diverse situations.

- Carries out assigned responsibilities that contribute to department’s function within the organization.
- Seeks guidance when assigned goals that seem in conflict with other departments or overall strategy.
- Works with awareness of own department’s key operating issues and its key players.
- Is open to guidance regarding impact of own department work on other units in organization.
- Seeks advice regarding relevant regulatory and reporting environments.

**Planning: Tactical, Strategic**

**Proficiency Level:** Basic

Ability to contribute to operational (short term), tactical (1–2 years) and strategic (3–5 years) planning in support of the overall business plan.

- Defines concepts of short-term and long-term planning.
- Compares tactical to strategic planning.
- Explains tactical plan for own area.
- Describes the planning process and planning cycle used in own area.

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**Position Qualifications** (for recruiting only)

**Education or Equivalency Required**

- Bachelor’s degree in management, communications, museum studies, or related field

**Experience Required**

- 2–3 years of experience in visitor services at a museum or cultural institution

**Competencies Required**

- Demonstrates a working proficiency in the following:
  - Working collaboratively as part of a team
  - Written and oral communication skills
  - Computer software applications
- Demonstrates the ability to multi-task and work well under pressure to ensure efficient prioritization and key tasks are completed
- Maintains a passion for and commitment to welcoming, encouraging, educating, and engaging guests of all ages and families of all types

**Desirable Qualifications**

- Experience with event management software