



## Visitor Services/Education Program Coordinator

### ABOUT THE AMERICAN MURAL PROJECT

Launched in 2001 by artist Ellen Griesedieck, the American Mural Project (AMP) is creating the largest indoor collaborative artwork in the world—a three-dimensional mural 120-feet long and five stories high. The mural is a tribute to American workers and highlights what has defined the country over the last century. It seeks to inspire, to educate, to invite collaboration, and to reveal to people of all ages the many contributions they can make to American culture.

More than 15,000 children and adults have helped create pieces of the mural, which is housed in one of two former mill buildings on the AMP campus on Whiting Street in Winsted, Connecticut. Phase 1 renovations on the mural building finished in fall 2018 and the lengthy process of assembling and installing the mural is nearing completion. Additional renovations are expected to finish by early 2022 and AMP will open to the public with regular hours in summer 2022. Programming is currently offered for schools and teachers, after-school partnerships, summer enrichment sessions, and an apprentice-style internship program.

AMP is an equal opportunity employer.

### THE POSITION

AMP seeks a full-time visitor services/education program coordinator to join a dynamic and growing organization. In this new position, the successful candidate will work closely with the executive director and education programs director and will assist with visitors, group tours, and facility rentals, as well as with AMP's education programming, including after-school, summer, virtual, field trips, and internships. Must be available to work some evenings and weekends. First Aid/CPR training is required (AMP can provide, if needed).

### Full-time

Annually \$35,000-\$40,000 based on experience; employer contributions to employee-held HSA

### RESPONSIBILITIES

Visitor Services - Reports to executive director

- Assist with the creation, set-up, and management of check-in system for visitation, including receipt of donations on site, group tours, and field trips
- Assist with development of training for AMP's visitor services representative team consisting of hourly staff, volunteers, and interns for visitation, group tours, field trips, and venue rentals
- Assist in leading tours; help recruit, train, schedule, and manage AMP's visitor services representative team consisting of hourly staff, volunteers, and interns involved in site set-up, visitor check-in, coat check, merchandise/refreshment sales, and other tasks related to visitation, group tours, field trips, and venue rentals
- Ensure facility, equipment, technology, and furnishings are in working order to support visitation and report when they are not; follow up to address any issues



- Inventory merchandise and supplies; report when reorders are necessary
- Give input on visitor questionnaires/surveys to be used in collecting quantitative and qualitative data
- Contribute to strategic planning for improvement, growth, and sustainability for all areas of visitation (budgeting, marketing, visitor experience, exhibit materials, education programs, etc.)
- Generate reports for visitation, group tours, field trips, venue rentals, and surveys
- Work with other AMP team members on outreach and marketing to generate group sales for tours, school field trips, and venue rentals

#### Education Programs - Reports to education programs director

- Support and/or act as point person during on- and off-site programs and workshops
- Create strong communication channels with participants and act as liaison to parents/caregivers of school-age participants
- Prepare and distribute program support documents, including rosters, participant communication, summer paperwork and health forms, post-program surveys, etc.
- Assist with teaching artist recruitment for all programs
- Collaborate on the expansion of AMP's program approach
- Communicate with the teaching artist team as directed
- Assist with processing intern applications, communication, scheduling, and training
- Manage and order program materials, supplies, and snacks as necessary
- Manage the program registration portal
- Assist with scholarship processing
- Assist with program marketing

#### QUALIFICATIONS

A bachelor's degree and at least one year of visitor/guest service experience (preferably in a museum setting) and/or education environment. Applicant must possess excellent customer service skills, produce outstanding results independently and with a team, demonstrate strong attention to detail, be flexible to the changing needs of each day, and utilize effective time-management skills. Experience using databases is desired. Computer skills are essential.

#### TO APPLY

Interested candidates should send resume and cover letter to:

Amy Wynn, Executive Director  
American Mural Project  
PO Box 538  
Winsted, CT 06098  
amy@americanmuralproject.org  
americanmuralproject.org