

**Position Description**

Weekend Coordinator

**Department:** Interpretation/Education

**Reports to:** Director of Interpretation

**Supervises:** None

**Status:** Part-time, non-exempt

**Hours:** Not to exceed 29 hours per week; three weekends on, one weekend off; Saturday 8:45-5:45; Sunday 9:00–5:45; weekdays some partial some full days as needed. The museum’s operating hours change occasionally and these work hours slide with those changes.

**Rate:** $15.00/hr

The Mark Twain House & Museum was established as a museum to preserve and interpret the life and legacy of one of America’s most successful and influential writers. The house was Twain’s home from 1874 – 1891 (17 years). During those years, he raised a family, pursued fame and completed several of his most famous novels. The house has been restored to its appearance in the 1880s and serves to demonstrate Mark Twain’s personality, family life, relationships, literary career and life in the Victorian era. The museum center opened in 2003 serves to enhance the visitor experience with exhibits, orientation film, and museum store. Its auditorium, classroom, and archive space enable the institution to develop more and creative ways to reach the public with theatrical programs, lectures, student / teacher workshops, concerts, and receptions.

The Weekend Coordinator position is a new position was created to better serve our customers by providing a reliable weekend point person, to take weekend reservation calls and keep weekend tours running smoothly.

**Duties / Responsibilities:**

* Open and close museum on weekends
* Keep up weekend record keeping
* Keep cash drawers stocked with change as needed.
* Cash out VC drawers at day’s end and secure deposits according to procedure.
* Work with security staff for the safety and comfort of museum patrons
* Work with other museum staff to ensure that visitors have a great experience.
* Be friendly and courteous to customers and colleagues at all times, following institutional rules and procedures
* Maintain accurate records using the ticket sales software. (prior familiarity with the software is a plus, but not required)
* Learn the ticket software and its e-commerce capabilities as we progress with the upgrade.
* Take and confirm details of reservations via phone and email
* Work closely with the Director of Interpretation, Assistant Directors of Interpretation and School Programs Coordinator.
* Weekend hours support the visitor services functions of this position. Week day hours will support education programming efforts.
* Mail out tickets, invoices, and confirmation letters
* Report on tickets sales and invoices
* Other duties as assigned
* The person in this position will be called on to give tours of the Mark Twain House to children and adults
* Weekends, some holidays and evenings will be routine for this position
* The employee is entitled to one-hour unpaid lunch break when the schedule allows

Successful candidate will have comfort level, with Microsoft Office programs, Word, Excel, Outlook, and Internet Explorer. Careful selection will be made to find an individual, who can work gracefully with a diverse staff; who treats others with care, concern, dignity and respect.

Training will be conducted on the job.

Dress Code: An employee must be dressed at all times in a manner suitable for conducting business with the general public. Blue jeans, shorts, athletic clothes, sneakers and similar informal attire will not be accepted. Acceptable clothing would be described as corporate casual: khakis, button-down or polo shirts, neat blouses, skirts, or dresses

Benefits include: 20% discount in museum store, free admission to some museum programs, paid vacation time is accrued based on the average hours worked per week during the first year of employment.

Paid Sick Leave accrued at the rate of 1 hour per 40 hours worked; not to exceed 40 hours per year. Paid sick leave can be used after a part time employee has worked 680 hours at the Mark Twain House and Museum. Please refer to employee handbook for more details.