



Student Employee Position Description

Job Title: Visitor Experience Student Assistant

Division: Public Programs

Supervisor: Ruth Hyde, Director of Community Engagement

Hours per Week: 8 - 16

Compensation: Student wage level 4, \$17.06 - \$18.00

The University of Oregon's [Museum of Natural and Cultural History](#) (MNCH) enhances knowledge of Earth's environment and cultures, inspiring stewardship of our collective past, present, and future. MNCH is Oregon's primary repository for anthropological and paleontological collections.

Purpose of Position:

This position is a public facing role and represents the Museum of Natural and Cultural History (MNCH) through interactions with the community, UO students, volunteers, and partner organizations. Providing support to the Director of Community Engagement, this position will assume a leadership role through Manager on Duty (MOD) responsibilities and support for special events. This role is dedicated to visitor experience and is relied upon for facilitating a welcoming and safe learning environment for diverse audiences.

This opportunity is for an enrolled UO student. Approximately 12 hours per week are required, with availability at weekends, as well as evenings being essential to hire.

Duties:

- Support of public functions as Manager on Duty for weekends and evenings.
- Answer questions about the museum, exhibits, admission offers, access and directions, and other similar subjects. (Training and resources will be provided)
- Provide friendly customer service in both busy/hectic or quiet/slow occasions.
- Answer questions and offer resources for inquiries from the public in person, online or by phone, using information found on MNCH website re: events, dates, activities.
- Interface respectfully and effectively with volunteers, staff, and museum visitors.
- Follow detailed procedures to ensure museum visitors' security and safety.
- Support membership related questions and tasks.
- Supervise and mentor student and volunteer staff during hours of operation in customer service, visitor engagement, museum knowledge, and technical processes.
- Staff special events and exhibit openings which include table and event management, set up and clean up.
- Other duties as assigned.

We recognize that the qualifications required to excel in this position can come from a range of both professional and lived experiences. Below we describe what we believe to be the most important qualifications for a candidate to have, and we are open to many different backgrounds and experiences that can lead people to develop these skill sets. We strongly encourage applications from anyone who feels passionate about the work and believes they have what it takes to thrive in this role.

Qualifications:

- Experience in customer service and/or community engagement is essential.
- A demonstrated interest in working in a public-facing role.
- A minimum of 6 months' previous experience in a leadership or managerial role.
- A proven ability to communicate and make quick and accurate decisions in a busy environment.

Preferred Qualifications:

- Bilingual in English/Spanish
- 1 year or more experience in a leadership or managerial role.

How to Apply:

Application accepted through the [Handshake](https://career.uoregon.edu/handshake) website (<https://career.uoregon.edu/handshake>). Submit a cover letter, résumé, and two professional references. Please include your current class schedule and indicate if you have federal work study or not. **Resume review is ongoing.** Positions are open until filled. Start date: September 26, 2023.

Questions? Contact Ruth Hyde, Director of Community Engagement, rhyde@uoregon.edu