



# Visitor Services Coordinator/Florida Maritime Museum

Class Code:  
10755

MANATEE COUNTY CLERK OF CIRCUIT COURT & COMPTROLLER  
Established Date: Oct 20, 2015  
Revision Date: Nov 16, 2023

## SALARY RANGE

\$19.42 Hourly

### JOB SUMMARY:

The mission of the Florida Maritime Museum (FMM) is to preserve and share Florida's maritime heritage. Established in the heart of the regional, commercial fishing industry, FMM tells a number of stories pertinent to all aspects of Florida's maritime history through photographs, boat models, tools and other historically significant materials and relevant programming. As the first point-of-contact for the general public, the Visitor Services Coordinator plays a critical role in making the museum welcoming and engaging to both tourists and locals alike. The Visitor Services Coordinator position is a full-time, non-supervisory position reporting to the Supervisor of the Florida Maritime Museum.

[Apply here](#)

### MINIMUM QUALIFICATIONS:

- High school diploma or GED
- Excellent oral and written communication skills
- One year of recent and relevant experience that demonstrates the ability to apply acute attention to detail in maintenance of detailed data, preferably in an automated systems environment
- Computer literacy which includes, but is not limited to, proficiency in Microsoft Windows Suite
- Basic mathematical aptitude, as well as alpha and numeric filing skills required
- Some experience in cash handling and issuing receipts
- Some purchasing, invoicing, and inventory experience
- Working knowledge of current marketing principles and proficient in use of social media
- Demonstrated ability to work effectively with volunteers
- Must be able to operate general office equipment
- Must possess a valid Florida driver's license
- Regular and reliable attendance is an essential function of this job, including weekends and occasional evenings

### ORGANIZATIONAL VALUES:

Along with the satisfactory performance of this job's essential functions, the employee in this position is expected to actively and consistently demonstrate the core values of the Clerk's Office.

**Service to All**

Everyone is my customer. From our customers to my coworkers and colleagues, excellent service is my primary goal. I will provide courteous, patient and knowledgeable service to everyone.

**Integrity**

I will foster the highest level of ethical conduct and promote an atmosphere of transparency, accountability and confidentiality in my actions and behavior. I will comply with all the Clerk's policies.

**Respect**

I will treat the office, everyone I come in contact with and myself with respect. From punctuality to dress code, I will be mindful of what my actions and my appearance communicate to others.

**Communication**

I will present ideas and information in a thoughtful and courteous manner and be open minded to the ideas and suggestions of others. I take responsibility to keep others fully informed of situations and information at all levels whether in writing or verbally.

**Ownership**

I accept responsibility for the quality, quantity and timeliness of my work. I will seek answers to issues I do not understand and I will own my behavior.

**Teamwork**

I hold myself and others accountable for the success of the team. I support a culture that finds solutions, rather than make excuses or place blame. I will be flexible and cooperative when faced with change.

**Development**

I will foster an environment of continuous improvement. I am encouraged to research, study and learn the vast workings of the Clerk's office so I can be of the most service to our customers.

**ESSENTIAL FUNCTIONS:**

**It is understood that every incidental duty connected with operations listed in the job description is not always specifically described, and that employees, at the discretion of management, may be required to perform duties not within their job descriptions.**

**The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.**

- Coordinates and attends to all aspects of visitor experience, including serving as the first point-of-contact for visitors and answering phone calls
- Works effectively on a small team; open to learning, able to take constructive feedback and takes responsibility for their own actions, work, and opinions
- Communicates to visitors a range of general museum information such as visitor rules, where to find things in the buildings, and up-to-date information on current museum programs, events, and exhibits

- Directs callers and inquiring visitors to appropriate sources and staff within the museum and takes messages when the appropriate staff member is not available to answer those questions
- Provides excellent customer service to all in person, in email, and over the phone; is approachable, helpful, and personable; answers questions knowledgeably and with patience
- Markets and promotes the historic site through social media, the creation and distribution of flyers, posting events to online calendars, etc.
- Monitors social media accounts and applies current organizational policy
- Is flexible and maintains the ability to cope with quickly changing priorities
- Manages and operates the museum gift shop
- Conducts retail sales in the gift shop. Tracks and reports sales to the Supervisor as required by museum protocols and internal accounting controls.
- Manages cash control and daily deposits with accuracy, including both gift shop revenue and cash donations
- Orders, stocks, prices and tracks gift shop inventory that is relevant to the museum's mission and vision
- Enforces museum policies in a firm but friendly manner
- Ability to manage multiple projects simultaneously and well while meeting deadlines
- Assists in recruiting, training, scheduling, and supervising volunteers, community service workers, and probation workers
- Responsible for tracking and reporting volunteer hours
- Follows Clerk's volunteer policies and procedures
- Enters and organizes membership data; manages museum membership
- Maintains communications with cultural partners regarding distribution of their flyers and other materials on-site. Organizes and maintains up-to-date brochure racks and free literature
- Retains and cultivates relationships with local organizations, museum peers and museum members
- Assists with general administrative duties, including but not limited to setting up for meetings, recording and entering visitation data, digitizing files, and sorting and distributing mail to appropriate staff
- Assists with all aspects of educational programming, special events, and visitor experience
- Along with other staff, create, implement, and evaluate museum activities
- Assists management with other related duties as assigned
- Assists with all operations of facility, including emergency preparedness, grounds/garden maintenance, and ongoing custodial duties

### **ESSENTIAL MENTAL AND PHYSICAL FUNCTIONS**

The essential mental and physical functions listed below are required in order for an employee to be able to perform the essential functions of this position.

- Thinking critically, defined as reading, understanding, and taking appropriate action on detailed and complex information
- Maintaining confidentiality of information learned or acquired as part of the position which, if disclosed, might have adverse internal effect or objectionable outside results
- Ability to hear ordinary conversation and office sounds
- Verbal communication in person and on the phone
- Written communication by hand and on PC
- Sitting for prolonged periods of time
- Standing for prolonged periods of time
- Repetitive actions/motion of one or both hands
- Ability to bend/squat/kneel
- Ability to lift 25 lbs and push/pull 40 lbs

### **ADAAA COMPLIANCE:**

The Manatee County Clerk of the Circuit Court is an Equal Opportunity Employer. In compliance with the ADAAA, the Clerk will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

### **WORKING CONDITIONS:**

Work is conducted primarily in an office environment. This position frequently requires working within strict deadlines, under stressful conditions and with a variety of personalities, who may at times be emotional.