



Visitor Experience Coordinator Job Description

Date: February 2025

Status: Non-exempt

Reporting Supervisor: Visitor Experience Director

Position Overview:

The Visitor Experience Coordinator is a seasonal employee of Stan Hywet Hall & Gardens hired by the President & Executive Director upon recommendation of the Visitor Experience Director. S/he is responsible for overseeing the day-to-day front-line activity. The Visitor Experience Coordinator is responsible for providing a superior level of hospitality skills to meet the expectations of Stan Hywet's guests.

Essential Duties and Responsibilities:

1. Exhibit a professional attitude when working with the public, volunteers, and staff.
2. Demonstrate and support a culture of diversity, equity, access, inclusion, and belonging.
3. Responsible for maintaining a high level of quality, professionalism and leadership in all front-line areas when working with the public, staff or volunteers.
4. Provide insight to Guest Operations Manager on performance evaluations for all Hospitality staff.
5. Must be willing to be cross-trained in all front-line positions including Molly's Shop and Café.
6. Work closely with the Group Sales, Rental Services, Public Programs and Tour Services departments to provide assistance with all groups, events or special needs.
7. Must be trained in all hospitality areas and have the ability to provide lunch breaks and rest periods as needed.
8. Must have an extensive knowledge of Stan Hywet's tours, rentals, public programs and membership opportunities.
9. Oversee greeting and transporting of guests, cross walks, and parking lot activity including parking of buses as needed.
10. Ability to drive a tram and certification required.
11. Direct and assist with deliveries for the property including special request for rentals and events.
12. Must know Stan Hywet Hall & Gardens safety and security policies including being able to complete accident reports. CPR and basic first aid knowledge required.
13. Responsible for distributing daily mail delivery to the appropriate building.
14. Must be able to maintain and balance petty cash and conduct error-free monetary transactions.



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15. Must be able to handle guest complaints and the ability to encourage them to use comment cards.
16. Responsible for the opening and closing of the gates on a daily basis.
17. Assist in carrying out day-to-day operations in hospitality areas including helping with trash, ice, packages, etc. as needed.
18. Maintain a clean, safe, enjoyable and helpful atmosphere for visitors and staff.
19. Check daily for safety issues and damages and report them to the Guest Operations Manager.
20. Participate in required public events.
21. Other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Must have a valid Ohio Driver's License.
2. Ability to interact effectively, professionally, and courteously with guest, staff, and volunteers.
3. Ability to relate to persons of all ages and of diverse backgrounds, skills and abilities.
4. Must be able to handle multiple projects or tasks and be detailed oriented.
5. Responsible for consistently demonstrating excellent judgment and good human relations skills.
6. Flexible work schedule.

Education and/or Experience:

1. A minimum of a High School diploma, or equivalent, is highly desirable.
2. Must have a minimum of 2 years' experience as a Hospitality staff member.
3. Previous management experience a plus.

Usual and Customary Expectations:



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1. Should expect constant bending, stooping, kneeling, and crouching; and requires full extension of arms, and grasping, holding and pulling in all these positions.
2. Should be able to move approximately 50 - 70 pounds.
3. Ability to work in a standing position 95% of the day.
4. Non-traditional hours required.

Acknowledgement:

Employee's Signature

Date

Authorized Signature

Date