



JOB DESCRIPTION

Position:	Visitor Experience Associate, Penrose Heritage Museum
Reports to:	Sarah Woods, Associate Vice President of Curation and Archives
Job Summary:	Responsible for visitor experience and performing daily operations at Penrose Heritage Museum
Job Classification:	Full-time, non-exempt (Tuesday-Saturday, occasional evenings)
Hourly Rate:	\$18.38 per hour

ABOUT THE FOUNDATION

Founded in 1937 with a mission to enhance, encourage, and promote the current and future well-being of the people of Colorado, El Pomar Foundation is one of the largest private foundations in the state, contributing over \$25M annually in grants and programs to support Colorado nonprofits. Our story **can be found here**. Employees at El Pomar are part of a culture that seeks to help people live better lives and empower communities and individuals to make meaningful collective impact. We are committed to our values of respect, integrity, teamwork, and excellence, and work hard every day to lift each other up and make a difference in the lives of our grantees, their communities, and the sector as a whole. Much is expected of our staff in pursuit of this mission, and much is received in return.

ABOUT THE MUSEUM

Penrose Heritage Museum (PHM) is a small history museum owned and operated by El Pomar Foundation. It is located at The Broadmoor across the street from the Foundation offices. Summer months are busiest with higher guest counts and events while winter months are slower. PHM is staffed by one person. Interested applicants are encouraged to visit the museum before applying.

ABOUT THE POSITION

This position is responsible for the visitor experience at Penrose Heritage Museum (PHM) to include greeting guests, answering the phone, responding to emails, scheduling group visits, providing guided tours, and working occasional evening receptions at the museum. In addition to administrative tasks, this individual will spend time on the floor interacting with visitors and capturing data to help supervisor and Assistant Curator better understand the visitor experience. This position will develop special guided tours, museum activities, and programming to improve the visitor experience. Successful candidates are experienced customer service professionals with a passion for museums and community engagement. This individual is the only staff member who offices at the museum.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Demonstrate passion for the visitor experience by providing excellent customer service and engagement with PHM visitors
- Observe and interact with visitors to understand and improve their experiences at PHM
- Work with supervisor and Assistant Curator to plan special tours, daily visitor activities, and programs for community events
- Greet all visitors, answer questions, and assist with their needs
- Provide guided tours for diverse groups with varying needs and interests
- Perform opening and closing procedures
- Answer phone and emails, directing questions to the appropriate person as needed
- Manage accurate daily visitor counts in Excel
- Schedule and track group visits and guided tour reservations in shared Outlook calendar
- Manage PHM Facebook page with bi-weekly posts
- Work occasional evenings for special events hosted at PHM
- Work with Conference Support staff for coordination, coverage, and setup of occasional special events
- Order and maintain housekeeping and office supplies
- Sweep, mop, dust, and clean glass as needed to ensure a safe, welcoming, and professional environment
- Communicate with Facilities and IT as needed to ensure building and technology is functioning properly
- Work cooperatively with The Broadmoor and communicate as needed with concierge, garage, and security offices as it relates to hours, operations, and special events
- Ensure all safety, security, and accountability regulations are enforced pertaining to property, buildings, and visitors
- Communicate, as necessary, with supervisor about matters of importance or concern
- Perform other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

- Outgoing personality with ability to engage the public with historical narratives and storytelling
- Proficiency with written and verbal communication that is both timely and professional
- Be a self-starter who enjoys interacting with visitors and providing accurate information
- Strong customer service skills and positive attitude
- Strong work ethic and willingness to utilize down-time productively
- Ability to work independently, as well as a contributing member of a team
- Ability to anticipate and meet the needs and expectations of supervisor
- Attention to detail
- Punctual to work and meetings
- Have a working knowledge of the life and legacy of Spencer and Julie Penrose, El Pomar Foundation, and the Pikes Peak International Hill Climb

QUALIFICATIONS AND PHYSICAL DEMANDS:

This position requires the ability to work in a professional courteous manner with the public and honor the Foundation's recognized values of Respect, Integrity, Teamwork and Excellence, as well as, the Foundation's Operating Commitment of employees being Resourceful, Relational, Responsive, Resilient and Reliable.

While performing job duties, the employee will occasionally be required to bend and lift up to 50 pounds, stand for extended periods of time, and walk up and down stairs.

The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

A successful candidate must have a high school diploma or equivalent. Must have the ability to travel to and from work.

Hiring is subject to employment pre-screening (background check).

REMOTE WORK: This position is not eligible for remote working.

BENEFITS:

Paid Time Off

- Offer vacation, health and wellness, and floater days
- Options to roll-over and year-end cash-out
- 10 days vacation, 10 days health and wellness and 2 floater holidays per year (vacation time increases with years of service)
- 11 holidays per year
- Paid FMLA (must meet FMLA requirements to qualify)

403(b)

- Employees may contribute pre-tax earnings immediately upon employment
- After one year of employment, 100% match by Foundation on up to 6% of employee deferral

Medical, Dental, Vision and Accident Insurance

- Direct primary care provided by Peak Med at no cost to employee (must carry Foundation's medical insurance plan). No co-pays for office visits and access 24/7.
- Foundation pays 95% of medical, dental and vision premium for employee and their dependent(s)
- Foundation pays 100% of cost for AFLAC and Identity Theft Protection

Flexible Spending Account (FSA)

- Pre-tax dollars from your paycheck to get reimbursed for medical and dental expenses or child care funds
- Up to \$3,050 for medical and dental and up to \$5,000 for dependent care per year
- \$610 roll-over permitted

Childcare Benefit

- After 6 months of service, eligible for daycare assistance for employee's dependent child or children under the age of 5 and living with the employee. Reimbursed for 30% of the daycare fee paid to a qualified, licensed daycare provider with a maximum monthly benefit of \$500.

Continued Education/Tuition Reimbursement

- The Foundation places great value in the skills and abilities of our employees. To maintain and improve those skills, we offer educational benefits for memberships in employment related professional societies or associations, and to attend employment related local, regional or national trainings, seminars and meetings.
- Full-time employees with at least 1 year of service may be reimbursed for undergraduate or graduate academic course work that maintains or improves job related skills or are in the Foundation's areas of interest. The Foundation will reimburse 100% of tuition at public universities or 50% of tuition at private universities for up to 6 academic hours per semester. The employee must maintain a B or higher grade to receive the reimbursement. Also, the Foundation will reimburse the employee up to \$500 per semester for books, supplies, and/or parking pass. This reimbursement may be considered a taxable event to the employee.
- The Foundation provides up to \$2,000 a year for employees to participate in a pre-approved certificate program that may or may not be job related.

Other Insurance

- 100% employer paid Basic Life and AD&D Insurance
- 100% employer paid Long Term Disability Insurance

Other Benefits

100% employer paid AAA membership

HOW TO APPLY:

Please complete an online job application with resume on www.elpomar.org by **Tuesday, September 19, 2023 at 5:00pm.**