



MORRIS CENTER

FOR LOWCOUNTRY HERITAGE

Job Title: Visitor Services & Volunteer Coordinator

Reports to: Programs & Marketing Director

Typical Schedule: Tuesday - Saturday, 9:00am - 5:00pm

Target Compensation: \$45-50,000 annually (depending on qualifications). Health Insurance and Retirement Benefits are not included at this time. **Note, this is a TERM (temporary) position for two years. The position may be extended, depending on the availability of funding.**

To Apply: Please send resume, cover letter, and two references to Zachary Garrett at director@morrisheritagecenter.org.

Job Summary:

The Visitor Services & Volunteer Coordinator will play a key role in developing and implementing visitor services excellence, venue rental organization, and revitalizing a volunteer program at the Morris Center for Lowcountry Heritage (MCLH).

Key Responsibilities:

Visitor Services

- Serve as primary point of contact for museum visitors at the front desk, greeting guests, scheduling volunteers for front desk coverage, conducting museum tours, and processing customer purchases. Track visitor numbers and monthly visitor reports.
- Support staff by maintaining public and internal schedules, coordinating logistics for museum events, facilitating programs, and contributing to marketing and outreach efforts.
- Perform administrative tasks such as answering phone calls, preparing meeting agendas, coordinating mailings and drafting correspondence.
- Attend community events to promote the MCLH.

Venue Rental

- Serve as the lead for all aspects of the MCLH Venue Rental program, create and optimize event rental SOPs, fielding inquiries, offering tours, managing contracts, and staffing events (with support from other staff as needed).
- Conduct venue rental market research to expand the program with the Programs & Marketing Director.



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Outreach

- Promote, schedule, and coordinate 4th Grade Fuel the Mind field trips with local schools and school districts.
- Assist Programs & Marketing Director with various aspects of Fuel the Mind field trips as needed.

Volunteer Management:

- Revitalize and reorganize a volunteer program. Recruit, supervise, train, and provide leadership to volunteers/docents involved in visitor services, administration, and educational programming.
- Organize and implement active volunteer/docent training with the help of the Programs & Marketing Director.
- Manage volunteer schedules.
- Attend and participate in volunteer recruitment fairs.
- Honor volunteer contributions.

Key Requirements:

- Excellent organizational and project management skills.
- Highly motivated self-starter.
- Superior attention to detail.
- Bachelor's degree (preferred) in museum studies, history, art history, education, art, marketing, public administration, or a related field.
- Experience within a non-profit organization, museum, or cultural organization, preferred experience with coordinating volunteers, visitor services and coordinating and communicating scheduled events.
- Demonstrated ability to work collaboratively with diverse stakeholders.
- Effective communication and public speaking abilities.
- Computer and office administration skills (Microsoft Office, email, scheduling software, point-of-sale software)
- Flexibility to assist during evenings or weekends for programs/events, as needed.

Preferences: Spanish language proficiency strongly preferred.

Notes:

This is an in-person position, located at the MCLH, 10782 S. Jacob Smart Blvd, Ridgeland, SC 29936. For the first year, this position accrues 10 days of PTO/year and increases to 15 days of PTO the second year. The Morris Center for Lowcountry Heritage is closed during major



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holidays. This position will have access to professional development opportunities, such as conference attendance, workshops & trainings, etc.

This position will answer to the Programs and Marketing Director. The MCLH is in a transitionary period, so we are seeking a candidate that is flexible and enthusiastic about being part of the development of this new chapter.

Start date is negotiable, with a target date of February 8, 2027.