

Title: Visitor Experience Coordinator

Reports To: Deputy Director

FLSA Status: Full-Time Exempt

Salary Range: \$40,000-\$45,000/annually

Benefits: Paid Time Off, Paid Sick Leave, Paid Family Leave, Retirement Contribution, Flexible Work Schedule Options

Role Summary

The Visitor Experience Coordinator creates a welcoming, engaging, and mission-centered experience for visitors, members, volunteers, and community partners. Based in the Nature Store, the public-facing hub of the Highlands Center for Natural History, this position serves as a primary connection point between the community and the organization.

This role coordinates all volunteer engagement, supports the member experience, maintains clear and consistent public-facing information, assists with marketing and communications efforts, and supports events, programs, and facility rentals. This position requires occasional evening and weekend work.

Responsibilities

Visitor Experience and Nature Store

- Welcome visitors, members, volunteers, and partners by providing exceptional customer service and creating a positive first impression.
- Deliver an outstanding visitor experience by sharing information about programs, events, trails, memberships, and ways to get involved.
- Lead the Nature Store through merchandising, seasonal displays, and a thoughtfully curated selection of mission-aligned products.
- Manage purchasing, inventory, pricing, point-of-sale systems, vendors, and volunteer support while growing earned revenue.
- Keep signage, kiosks, website content, calendars, and visitor materials accurate, current, and engaging.

Volunteer Coordination

- Coordinate all volunteer activities and engagement across the organization.
- Recruit, onboard, train, schedule, communicate with, and support volunteers.
- Maintain volunteer records, schedules, resources, and communication systems.
- Create a positive volunteer experience through appreciation, relationship-building, and recognition.
- Partner with staff to identify volunteer needs and opportunities.

Membership & Community Engagement

- Support a strong member experience in partnership with the Operations & Events Coordinator, who manages membership systems and administration.



- Build relationships with members through engagement opportunities, communications, and personal connection.
- Support member events, benefits, and stewardship activities.
- Help ensure members feel connected to the Highlands Center's mission and impact.

Organization, Marketing & Communications Support

- Maintain awareness of the HCNH calendar, anticipating needs and supporting smooth execution of programs, events, and commitments.
- Assist with marketing and communications efforts including newsletters, flyers, website updates, social media, and public announcements.
- Support consistent storytelling about Highlands Center programs, events, and community impact.
- Maintain clear and engaging public-facing information across communication platforms.

Events & Earned Income Support

- Support public events, fundraising events, community gatherings, and facility rentals.
- Assist with event preparation, logistics, volunteer coordination, visitor experience, and day-of coverage.
- Support rental communications, guest experience, tours, and on-site coordination.
- Assist with donor and community engagement activities as needed.

Education Program Support

- Support the Education Team with volunteer-supported community events and programs (e.g., Discovery Saturdays, guided walks, and other public programs).
- Assist with day-of coverage for education programs and community events.
- Support distribution of education program marketing materials.

Qualifications

A successful Visitor Experience Coordinator possesses the knowledge, abilities, skills, and characteristics required to create exceptional visitor experiences, build strong volunteer relationships, and support community engagement.

Required qualifications include a GED or higher and 2 years of experience in visitor services, volunteer coordination, community engagement, office/program coordination, or related work.

Desired qualifications include additional training in a related field and/or experience in natural history education, nonprofit administration, hospitality, or community engagement.

Visitor Experience & Community Engagement

- Ability to communicate effectively with diverse stakeholders including visitors, volunteers, members, participants, staff, and community partners.
- Ability to create welcoming, positive experiences while representing the mission and values of the organization.
- Strong interpersonal skills, courtesy, and care in working with others.

Volunteer Coordination

- Ability to organize, communicate with, and support volunteers effectively.
- Ability to develop relationships and create a meaningful volunteer experience.

Organization, Marketing & Communications Support

- Strong organizational skills and ability to manage multiple priorities, schedules, and deadlines.
- Ability to maintain accurate information and develop systems that support efficiency.
- Strong attention to detail and ability to handle confidential information appropriately.

Earned Income & Events Support

- Strong problem-solving skills and ability to support visitors, renters, and community partners.
- Ability to create and maintain clear, engaging public-facing communications.
- Comfort using websites, digital communication tools, and social media platforms.

Natural History Knowledge

- Knowledge of the Central Highlands of Arizona ecoregion and natural history preferred.

Highlands Center for Natural History is an Equal Opportunity Employer. We provide equal employment opportunities to all employees and applicants for employment.