

## **Visitor Data Collector**

### **Purpose Statement**

The Visitor Data Collector plays an important role in helping The Columbus Museum (COMU) better understand and serve its visitors. This position is responsible for collecting feedback through survey responses that contribute to the COVES (Collaboration for Ongoing Visitor Experience Studies) program, a national initiative supported by Art Bridges. The data gathered helps COMU and peer museums across the country evaluate and enhance visitor experiences. This position's primary purpose is to approach visitors and recruit them to complete the survey. This position may also help with general inquiries and wayfinding as appropriate.

The Visitor Data Collector reports to the Director of Marketing and Communications. This is a part-time, temporary, non-exempt position averaging six hours over two to three days per week. Scheduling is flexible and will vary weekly based on the Museum's calendar, including some evenings and weekends during open hours.

### **Essential Functions**

- Approach visitors near the end of their visit to invite them to complete a short survey about their museum experience.
- Facilitate survey responses using an iPad and follow established COVES data collection procedures.
- Provide courteous assistance to visitors with general inquiries or wayfinding, when appropriate.
- Represent COMU with professionalism, friendliness, and respect at all times.

### **Other Functions**

- Daily attendance and punctuality are required for the purpose of ensuring that the goals of the work can be met.
- Develop and maintain familiarity with Museum exhibitions, programs, and visitor flow.
- Perform other tasks as assigned. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position for the purpose of ensuring that the efficient, effective functioning of the work unit can be met.

### **Job Requirements: Minimum Qualifications**

#### **Skills, Knowledge and Abilities**

- Must be available six hours per week and have a flexible schedule, Tuesday-Sunday. Shifts will vary week to week depending on the Museum's calendar
- Excellent interpersonal and communication skills
- Comfortable approaching visitors to recruit participants
- Willingness to learn the COVES data collection process, including the use of an iPad to complete the survey

- Interest in American art and regional history
- Ability to work independently, with minimal supervision, and uphold Museum policies while exercising good judgement

**Responsibility**

Responsibilities include: working under minimal supervision following standardized practices and/or methods, and working with other persons within a department, large work unit, and/or across several small work units. Utilization of significant resources from other work units is routinely required to perform the job's functions.

**Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 40% sitting and 60% walking and/or standing. This job is performed in a clean and healthy environment.

**Education:** High school diploma

**Experience:**

- Experience working or volunteering with the general public in a customer service or visitor-facing role preferred.
- Previous data collection or survey experience is helpful but not required.

Applicants must submit the following documents:

View the Internship Application

<https://forms.office.com/r/TKqrP2NBUY>

Official transcripts

Two academic letters of recommendation

Résumé

Essay describing candidate's interest in the internship program

Letters of recommendation should be sent directly from the reference to Brooke King, [bking@comuga.org](mailto:bking@comuga.org)

**Required Testing**

None Specified

**Certificates & Licenses**

None Specified

**Continuing Educ. / Training**

Required criminal fingerprint background check every five years

**Clearances**

Criminal Justice Fingerprint/Background Clearance

**Compensation**

\$13/hour, 6 hours per week.