



**NORTH DAKOTA  
CLASS DESCRIPTION**

ND Human Resource Management Services  
Phone: (701) 328-3290

Class Code(s): 1235

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**VISITOR SERVICES COORDINATOR**

GRADE J

**SCOPE OF WORK:**

This position provides educational outreach for the North Dakota State Historical Society by planning and coordinating with the Education Division staff to bring North Dakota history and culture to life for the state, regional, national, and international public.

**DUTIES PERFORMED:**

- Manage overall visitor services for the North Dakota Heritage Center.
- Provide continuing education training for volunteers, undergraduate and graduate school interns, and historic site personnel.
- Serve as a liaison between Administration, Museum, State Archives/Library and Education and Interpretation Divisions and Facility Management.
- Manage the volunteer program.
- Manage and coordinate the rental of Heritage Center facilities including the meeting room complex and reception areas.
- Standardize, coordinate, and facilitate the internship program.
- Develop and implement goals and objectives for the educational training programs for volunteers and interns
- Review and evaluate the propriety and effectiveness of programs; recommend improvements or alternatives to improve professional quality of programs.
- Manage the budget and equipment for volunteer, facility visitor services, and internship programs; maintain record keeping related to these programs.
- Participate as a team member in short and long-range planning for the Education and Interpretation Division.

**NOTE:** The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

**MINIMUM QUALIFICATIONS:**

Requires a bachelor's degree in management, communications, human services, museum studies, adult education, or a related field, and five years of experience in one of the above areas.

Eff. Date: 5/98

Rev: 7/12 – Conversion to Hay System