

## RANCHO LOS ALAMITOS HISTORIC RANCH & GARDENS

6400 EAST BIXBY HILL ROAD, LONG BEACH, CALIFORNIA 90815 --- 562.431.3541

[www.RanchoLosAlamitos.org](http://www.RanchoLosAlamitos.org)

The Rancho Los Alamitos Foundation seeks a **Visitor Experience Coordinator** to support volunteers and staff in fulfilling its mission to inspire a sense of community by educating and engaging our visitors with our rich history, compelling stories, and authentic connections to California's past. The Visitor Experience Coordinator will join a creative and collaborative team to help shape the guest experience and provide support in coordinating museum tours, opening and closing the site, and acting as the weekend manager. This is a fantastic opportunity for an individual seeking a rewarding customer service role at a Long Beach historical landmark.

Rancho Los Alamitos Historic Ranch & Gardens reflects and invites exploration of the interaction between people and place, culture and environment, past and present to create a greater understanding of the evolution of Southern California and its place today's world. The 7.5-acre historic site comprises a ranch house (constructed c. 1800-1933), nationally significant gardens, a barnyard area, visitor center, and research archive. The site has been continuously occupied for more than 1,500 years, beginning with the indigenous Tongva people, and the history of the site, as well as the lives of its varied owners and occupants, make it a fitting metaphor for the Southern California experience. The Rancho Los Alamitos Foundation operates Rancho Los Alamitos Historic Ranch & Gardens in a public-private partnership with the City of Long Beach.

### VISITOR EXPERIENCE COORDINATOR

**Classification:** Part-Time (approximately 35 hours/week), Wednesday – Sunday, 11am-5:30pm; Non-Exempt Position reports to the Director of Education & Public Engagement.

**Compensation:** \$25/hour. Benefits include paid holidays, vacation, sick days, and participation in the Foundation's retirement plan.

#### JOB SUMMARY:

The Visitor Experience Coordinator supports the daily operations of the historic site, Wednesday through Sunday, by providing excellent customer service to guests and supporting the work of the Rancho's daily volunteer cohort. The V.E. Coordinator manages the day-to-day bookings of tours, opens and closes the site, and debriefs the daily volunteers on the happenings of the day. The V.E. Coordinator also gives tours, provides information, and supports volunteers with guest interactions. The Rancho is open to the public Wednesday – Sunday, and the V.E. Coordinator will be on-site Saturdays and Sundays to oversee weekend operations.

The Visitor Experience Coordinator collaborates with both staff and volunteers to meet the various needs of the Rancho. It is the responsibility of the V.E. Coordinator to ensure that the Rancho's daily tours run smoothly and that guests are having positive experiences.

#### Duties and Responsibilities Include:

- Monitor emails, phone calls, booking software, and travel websites to answer visitor questions and respond to reviews.
- Coordinate the daily tour schedule and debrief with daily volunteers about the day's tours.

- Monitor and update online booking software, as well as maintain physical records of tour requests received via phone.
- Act as a tour guide/docent, giving tours of the Rancho when available to do so.
- Step into any role held by daily volunteers when the Rancho is short-staffed.
- Maintain visitor records and report on monthly visitor statistics and information to senior staff.
- Monitor the guest check-in form, making changes when appropriate and collecting information provided by visitors.
- Collaborate with and help the education team implement programming and special tours.
- Join Volunteer Service Council (VSC) and Steering Committee meetings, providing advice and receiving feedback from the volunteers.
- Provide support and guidance for volunteers in regard to customer service best practices, including the resolution of conflicts and grievances from guests.
- Understand the Museum Store's point of sale system and act as its clerk when necessary.
- Other duties as assigned; weekend and some evening work required.

**Requirements:**

- A minimum of two (2) years employment or equivalent experience in customer service and/or event coordination. Experience in the nonprofit environment desirable.
- Excellent leadership and interpersonal skills, including diplomacy.
- Demonstrated ability to communicate effectively orally and in writing.
- Strong commitment to diversity, equity, inclusion, and accessibility.
- Knowledge of coordination principles and evaluation techniques appropriate to volunteer organizations.
- Ability to manage multiple tasks and prioritize effectively.
- Highly developed organizational skills with a strong attention to detail.
- Team-oriented, collaborative work ethic.
- Ability to handle sensitive and confidential information with discretion.
- Proficiency with email communication and Microsoft applications.
- Knowledge or interest in local, regional, and California history and culture.
- Ability to work a regular schedule and flexible evening and weekend hours as needed.

**Working Conditions:**

Position requires periods of standing, walking, and/or sitting. May occasionally need to lift and carry up to 25 pounds, push and pull up to 40 pounds with the assistance of a cart, operate office equipment, open and close filing cabinets and boxes, and observe visitors. Weekend work is required. Evening and holiday work may be required as necessary.

The Rancho is a diverse organization with a small staff and many activities; all staff members must be versatile and cooperative in carrying out a variety of responsibilities and duties as assigned.

---

**TO APPLY:** Email a cover letter and resume including contact information for two professional references to [chrisf@RanchoLosAlamitos.org](mailto:chrisf@RanchoLosAlamitos.org) with the position title in the subject line. Please do not telephone or drop in without an appointment. Visiting and familiarizing oneself with the site before applying, however, is encouraged. This position will be open until it is filled. Applications received by April 20, 2025 will be prioritized.