



REDEFINE Visitor Studies Part-time Temporary Project Coordinator

Background Information

Project Overview:

The Visitor Studies Association (VSA) was recently awarded a National Leadership Grant for Museums to support a 2-year project entitled *Reimagining Evaluation for Diversity and Equity to Foster Inclusive Environments through Visitor Studies* ([MG-253082-OMS-23](#)). *REDEFINE Visitor Studies* addresses the need to update the [current evaluator competencies](#) framework, particularly from a diversity and equity lens, which is currently absent. VSA sees a significant need to rethink the framework, established 15 years ago, in order to 1) help current visitor studies professionals build the skills, dispositions and mindsets needed to support museums in creating equitable access and sense of belonging for all; and 2) broaden access for entry into the field, particularly for those coming from marginalized communities who have been underrepresented in visitor studies and museum professions. To address these key issues, *REDEFINE* encompasses a three-phase initiative (Insight Gathering, Design/Development, and Dissemination) to engage the Visitor Studies and related communities in re-thinking and reframing what it means to be a Visitor Studies professional, what are best practices for culturally-responsive, equity-centered and community-engaged evaluation, and what key skills, mindsets, and dispositions are needed to use research and evaluation in support of diversity, equity, access, inclusion, justice, and belonging (DEAIJB) initiatives in museums. This initiative will also ask key questions around who can currently do this work, who is being systematically excluded, and how the field can broaden access to the field.

Organization description

VSA is today's premier professional organization focusing on all facets of the visitor experience in museums, zoos, nature centers, visitor centers, historic sites, parks and other informal learning settings. We're committed to understanding and enhancing visitor experiences in informal learning settings through research, evaluation, and dialogue. VSA's members are a diverse and dynamic group of individuals including evaluators, educators, exhibit developers, designers, marketing professionals, planners, academics, and directors who share a passion for improving the quality of visitor experiences. VSA also boasts an outstanding international membership from twenty different countries. VSA has approximately 350 memberships (including full, institutional, student, and continuing).

Job Description

The *REDEFINE* project coordinator is a **temporary, part-time contract position** with an estimated 15 hours per month from March 2024- December 2025 (approx 20 months, with potential for extension). The project coordinator will help coordinate the administrative and operational aspects of this 2-year IMLS grant, in collaboration with the VSA Executive Committee and project leadership team, including the following activities:

- Manage and update timelines around activities, deliverables, and reporting (using a project management software such as Monday.com)
- Schedule and coordinate meetings for leadership, Project Oversight Committee, and working group teams as needed, including sending out Doodle or when2meet polls, sending out calendar holds with zoom links, etc.

- Help to recruit participants for listening sessions, including scheduling and coordinating online and in-person conference listening sessions
- Provide support with communications, such as developing recruitment text and project updates, coordinate with the association's management team to disseminate project communications through email list-servs and social media platforms (Facebook, X, etc.)
- Develop and maintain the project's Slack Channel, including adding new members, posting communications, and facilitating responses as needed.
- Work with the association's management team to update the project's website page, adding features and updates to keep the broader community engaged and aware of project developments and opportunities to contribute.
- Light data management duties, such as sending off audio files for transcription, cleaning data transcripts, and setting up and maintaining databases.
- Other light administrative duties as needed to support project implementation.

Qualities and skills needed:

- Solution oriented, self-starter; adept at working independently and in a team environment with multiple partners and working groups.
- Detail oriented, while also being adaptable and flexible and able to see the big picture
- Good time management and organization skills
- Excellent communication skills, writing, group facilitation, and interpersonal skills
- Strong coordination, interpersonal, and group facilitation skills
- Able to work well in a fast-paced environment, meeting multiple deadlines
- Skills in using computer applications needed for this work, including MS Office, Google Suite, SurveyMonkey, and project management software, e.g. Monday.com

Additional experience/background (preferred but not required):

- At least 2 years of experience in project coordination or management, particularly in a grants environment
- Skills and/or familiarity with using communications and social media platforms, including Facebook, Slack, and X
- Bachelor's degree in business, social or health sciences, public policy, public administration, or other related disciplines

Compensation: \$30/hour, not to exceed 20 hours per month and likely averaging 10-15 hours per month. This is an 18-month position, with total compensation not to exceed \$10,800 unless negotiated.

How to apply

If interested, please send your inquires, including 1-page cover letter describing your interest and qualifications and resumé or CV by 11:59pm PT on **March 25, 2024**, to visitorstudies@visitorstudies.org

Please direct any questions about the position to president@visitorstudies.org



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