

Museo de las Americas

Job Opening

Title: Guest Services Associate

Position Purpose:

The Guest Services Associate is responsible for administration of the front desk and ensuring top quality guest service standards are met, implementation of membership strategies, and assisting in facilitation of Museo's special events.

Primary Functions:

- Provide exceptional guest service to all museum guests from arrival to departure
- Administer front desk operations including check-in groups, greet and direct guests, and complete admission and membership purchases
- Build and maintain a positive relationship with all museum volunteers and staff
- Maintain, analyze, and report all financial records relevant to the front desk and membership operations to Director of Operations and Development Coordinator.
- Assist with the coordination of museum special events, evenings may be needed occasionally

Guest Services:

- Perform daily opening, closing, and attendance reporting procedures
- Prepare monthly attendance reports of admissions, events, and program attendance
- Sell admission, memberships, and event tickets through the museum POS system and register transactions
- Create and communicate credit card reports on a weekly basis
- Provide reporting support for grants, education, and operations
- Other administrative duties as assigned facilitating the front desk activities, such as attend staff meeting and take notes.

Membership:

- Maintain accurate records in eTapestry of membership information
- Facilitate member communications, such as welcome package, renewals, and lapsed members
- Provide monthly membership reports for the Development Department
- Support membership sales, promos and campaigns.

Required Skills and Abilities:

- Excellent organization and time management skills and attention to detail
- Work collaboratively and foster effective working relationships with volunteers and staff
- Proficient with all Microsoft Office programs
- Experience with eTapestry donor management software, or other donor database programs

Job Qualifications:

Education or formal training: Bachelor's Degree (preferred) from an accredited university or college in organizational development or a closely related field

Salary:

Part-time position 20 hours a week at \$14 per hour (Wednesday - Friday, 12 pm to 5 pm). No Benefits.

Work schedule is Wednesday through Saturday, but may require other days and evenings to accommodate museum special events.

Posting closes on May 1st, if you are interested in this position, please email your cover letter and resume to: administration@museo.org. In the subject line of your email, please list your name first.

It is the policy of Museo de las Americas to prohibit discrimination against any person or organization based on age, race, sex, color, creed, religion, national origin, sexual orientation, transgender status, gender identity, gender expression, ancestry, marital status, gender, veteran status, political service, affiliation or disability.