



GUEST SERVICES COORDINATOR Position Duties and Responsibilities

The Wenatchee Valley Museum & Cultural Center (WVMCC) fosters dynamic connections to the history, cultural traditions and arts of the Wenatchee Valley. As a mid-size museum, the WVMCC is a vital hub for creating community connections with our region's unique heritage and arts through creative, interdisciplinary programs, exhibits, and publications.

A key position with the Museum, the Guest Services Coordinator is committed to creating the best possible guest experience for all visitors. As a front-line ambassador, the Guest Services Coordinator provide assistance across in-person, phone, and online channels. They are responsible for coordinating facility rentals, managing the front desk and training volunteers and work study support, and scheduling additional front desk support and event/rental front desk support. They are valued members of the WVMCC team and participate in initiatives and activities to create a welcoming, informed, inclusive, and safe environment for guests.

Reporting to the Director of Operations and Special Projects, the Guest Services Coordinator has the following responsibilities:

Guest Services (80%)

- Provide superlative guest service to WVMCC guests.
- Effectively communicate with both guests and Museum colleagues.
- Work closely with volunteers, docents, and fellow WVMCC staff.
- Welcome and monitor school groups with Education Department.
- Field emails and calls addressing WVMCC information.
- Handle and reconcile daily admissions, store, and event sales.
- Complete daily opening and closing activities.
- Conduct regular walk-throughs of galleries and exhibits.
- Ensure store, restrooms, and public spaces are clean and well-stocked.
- Assist with event and program setup and assigned event roles; lifting and standing for periods of time are a requirement of the position.
- Support Director of Operations in on-going evaluations of guest experience
- Training and schedule volunteers, work study, and other Guest Services Associates to support front desk and guest services activities.
- Support database clean up related to visitors
- Support configuration of database for tickets sales and guest services

Facility Rentals (20%)

- Coordinate outside rentals of the Museum and Wells House
- Develop and deliver rental contracts
- Follow up with bookkeeper on rental invoicing
- Train and schedule event staff to staff front desk/gift shop during rentals and events
- Monitor kitchen and rental supplies
- Work with Facility Coordinator managing layouts and set ups needed for rentals

POSITION DETAILS

Perform other duties as assigned or directed. Not a supervisory position, but may train new employees, temporary or volunteer workers as needed, and will work with Director of Operations to oversee Guest Services Associates. Interact in a professional and respectful manner with Museum staff, volunteers, vendors, other city staff and the public while presenting a positive customer orientation. Ability to deal tactfully, courteously and persuasively with others. Accommodations may be made to individuals with disabilities to perform the essential job functions. Attend work on a regular and dependable basis. Must communicate clearly and with brevity orally and in writing. Requires computer literacy. Attention to detail is essential along with the ability to prioritize and accomplish multiple projects concurrently. Work occurs primarily in an office environment including meetings with other city staff or agencies in the city or state. Ability to move to varying facilities (Wells House) as needed. May require flexible work schedule.

QUALIFICATIONS

Associate Degree. A minimum of two years' experience in a Customer Service position is preferred. Education and/or experience requirements may be adjusted for equivalencies.

Organizational skills with attention to detail

Knowledge of POS software helpful

Cash management skills required

Ability to stand for several hours and help set up and take down chairs and tables (etc.)

Bilingual (Spanish) required

Ability to writing, proofreading and edit per-established contracts is required along with organizational and time management skills.

Proficiency in Microsoft Office with emphasis on Word, Excel Power Point, and experience working with a database

The duties listed above are intended as illustrations of the types of work that may be performed. The omission of specific job duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.