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.

POSITION DETAILS
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 assists across in-person, phone, and online channels. They are responsible for coordinating facility rentals, managing the front desk, training guest services associates, volunteers and work-study support, and scheduling front desk staff and rental/event 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.

Supervises, trains, and schedules staff and will work with the Director of Operations to oversee Guest Services Associates. Interacts professionally and respectfully with Museum staff, volunteers, vendors, city staff, and the general public while presenting a positive customer orientation and can deal tactfully, courteously, and persuasively with others. Accommodations may be made for individuals with disabilities to perform essential job functions. Must communicate clearly and with brevity orally and in writing. This position requires strong computer literacy skills. Attention to detail and the ability to prioritize and accomplish multiple projects concurrently is essential. Work occurs primarily in an office environment, including meetings with other city staff. Ability to work in various facilities (Wells House) as needed. It may require a flexible work schedule. Perform other duties as assigned or directed.

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

Guest Services (80%)
- Provide excellent customer service to WVMCC guests, volunteers, and colleagues.
- Welcome and monitor school groups with the 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 walkthroughs 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 are a requirement of the position.
- Support the Director of Operations in ongoing evaluations of the guest experience.
- Train 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 the database for ticket sales and guest services.
- Show commitment to the Museum’s vision and mission.

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**Facility Rentals (20%)**
- Coordinate outside rentals of the Museum and Wells House.
- Develop and deliver rental contracts.
- Follow up with the bookkeeper on rental invoicing.
- Train and schedule event workers to staff the front desk/store during rentals and events.
- Monitor kitchen and rental supplies.
- Work with Facility Coordinator managing layouts and setups needed for rentals.

**QUALIFICATIONS**
- A minimum of two years of experience in a customer service position.
- Bilingual (English/Spanish) required.
- Demonstrated organizational skills with attention to detail.
- Ability to maintain a high level of accuracy, strong attention to detail, and to prioritize workflow.
- A keen sense of diplomacy and the ability to work well with a wide variety of museum professionals, vendors, students, guides, and the general public.
- Strong interpersonal skills and flexibility.
- Proficiency in Microsoft Office, Photoshop, Altru, Canva, and the ability to learn new software quickly and efficiently.
- Knowledge of POS software preferred.
- Ability to manage multiple complex projects simultaneously, manage deadlines, and resolve conflict.
- Ability to multitask and work in a fast-paced environment with frequent interruptions.
- Ability to acquire and maintain a WA state driver’s license to meet potential renters at the Museum and Historic Wells House.
- Ability to work well individually and with a team.
- Cash management skills.
- Demonstrated skills in writing, proofreading, and editing established contracts.
- Supervisory experience preferred.
- Associate Degree or higher required.
- Education and/or experience requirements may be adjusted for equivalencies.

**WORKING CONDITIONS**
This position will require the ability to walk, stand, and lift up to 25 lbs. when moving equipment and furniture.

This is a 35-40 hours per week position who works Tuesday-Saturday, including as needed, with an hourly rate of $18-$23 based on education and experience. Museum benefits for this position include paid time off (vacation/sick/holiday), a healthcare stipend, IRA matching program, and opportunities for professional development.

*The duties listed above illustrate 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.*

*This 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.*

*Updated July 2023*