

POSITION TITLE: Guest Services Coordinator

PAY: \$15 per hour

SCHEDULE: Tuesday – Friday, 9 am – 1 pm OR Saturdays from 9 - 5

POSITION SUMMARY

Guest Relations Coordinator will support activities at the Cultural Center by welcoming guests to the Center and serving as an initial point of contact for visitors. In addition, administrative tasks will be required as well as general support duties relating to Center operations.

Responsibilities:

- Greeting visitors to the Center including admission sales, gift shop sales, and tours as required.
- Selling tickets to walk up patrons
- Answering the phone, directing calls and answering questions as needed
- Supporting staff with administrative tasks if time allows
- Other duties as assigned

Qualifications and Requirements:

- Minimum of one year experience in a customer service, sales, or non-profit environment
- Knowledge of Microsoft Office Suite required as well as the ability to use a ticketing/donor software platform

Knowledge, Skills, and Abilities:

- Excellent organizational skills and rigorous attention to detail is a must
- Warm, professional interpersonal skills with the ability to work effectively with members, donors, volunteers, and the public.
- A positive attitude and the ability to creatively problem solve is key
- A passion for the arts and an understanding of community building
- Ability to take initiative and prioritize tasks; excellent time-management, problem-prevention, and problem-solving skills
- Ability to handle confidential information
- Must be comfortable speaking on the telephone with constituents and members

To apply: Email resume and cover letter to mklein@mmcc-arts.org. No phone calls please. Position open until filled.