

PRATT MUSEUM
HOMER, ALASKA



PRATT
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KACHEMAK BAY, ALASKA

JOB ANNOUNCEMENT

JOB TITLE: Visitor Services Coordinator (Seasonal: April 30 – Sept 3)

REPORTS TO: Education & Visitor Services Director

APPLICATION DEADLINE: April 13, 2018

HOW TO APPLY: Please send or deliver a completed application with a resume and a letter of interest to the Pratt Museum at 3779 Bartlett Street, Homer, Alaska, 99603. Applications can be picked up at the front desk between 12:00-5:00 PM or found on our website at www.prattmuseum.org/join-the-team/. Please note that a background check will be required for successful applicant.

This position plays a key role in assisting the Education & Visitor Services Manager with creating the front-of-house schedule, supervising daily admissions and docent operations, supporting the volunteer management team, and providing quality visitor services in the Museum galleries.

MAJOR ACTIVITIES:

1. Oversee daily visitor services operations, including scheduling, to ensure that the front desk and galleries are appropriately staffed in a secure, timely, and professional manner, including weekends and holidays.
2. Work at the front desk as needed. Work includes but is not limited to responding to visitor inquiries in person or by phone, directing inquiries to appropriate staff, operating square register and doing daily reconciliations, boosting memberships, and selling store merchandise.
3. Merchandise products to maximize sales and promote the Museum's mission. May assist in making suggestions for new inventory. Monitor inventory to maintain stock levels, assure the best use of museum funds and storage space, and remove items no longer relevant or sellable in an appropriate manner.
4. Supervise daily staff needs and communicate with the Education & Visitor Services Director on appropriate successes, challenges, and needs. To maximize coverage over a 7-day week, will coordinate supervisory schedule with the Education & Visitor Services Director.
5. Work with Education & Visitor Services Director to train front-of-house staff in appropriate interpretation, messaging, customer service, and marketing techniques.
6. Assist in coordinating special projects as assigned to Visitor Services staff, such as bulk mailings and filings.
7. Support the volunteer program and join the efforts of the volunteer management team as needed.

8. Other duties as assigned.

REQUIREMENTS:

Must be willing and able to work weekends (Saturday and Sunday), evenings, and holidays.

Education & Work Experience: Minimum two years of experience in retail operations, customer service, and/or marketing, preferably in a supervisory position. Bachelor degree preferred but not required.

Training and experience in cultural and/or natural history interpretation a plus.

Skills/Abilities: Strong skills in problem-solving, marketing, and cash register skills are essential. Must be able to multitask in a fast-paced environment with frequent interruptions. Creative and well-developed written and verbal communication skills, ability to manage multiple people, priorities, and challenges with flexibility and humor. Must have initiative and desire to work as a collaborative team member with people of all ages and skill levels. Knowledge of and enthusiasm for the cultural and natural history of the region and desire to communicate this to the general public. Ability to conduct business in a professional manner. Concern for care and maintenance of exhibits and collections.