

PRATT MUSEUM
HOMER, ALASKA



JOB ANNOUNCEMENT

JOB TITLE: Visitor Services Coordinator (Seasonal: April 22 – Sept 20)

REPORTS TO: Executive Director

APPLICATION DEADLINE: Open Until Filled

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 back offices between 10:00 AM - 4:00 PM or found on our website at www.prattmuseum.org/join-the-team/. Please note that a background check will be required for the successful applicant.

This position is responsible for creating the front-of-house schedule, supervising daily admissions and docent operations, financial operations at the front desk and store, supporting the volunteer management team, and providing quality visitor services in the Museum galleries. This position will work five days a week and must include Saturday-Sunday in their schedule.

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. Front desk operations include but are 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. Work with the Executive Director to train front-of-house staff in appropriate interpretation, messaging, customer service, and marketing techniques.
4. Supervise daily staff needs and communicate with the Executive Director on appropriate successes, challenges, and needs. To maximize coverage over a 7-day week, will provide direct supervision on Saturday and Sunday.
5. 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.
6. Assist in coordinating special projects as assigned to Visitor Services staff, such as bulk mailings and filings. Support the volunteer program and join the efforts of the volunteer management team as needed.
7. Other duties as assigned.

REQUIREMENTS:

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

COMPENSATION: \$14-16/hr DOE