



Guest Services Coordinator

Position Summary:

Krasl Art Center's Lead Guest Services Coordinator is the face of the organization, welcoming all guests and ensuring all feel valued and have the information they need for a quality arts experience. The Guest Service Coordinator will keep abreast of KAC's events, programs and classes, receive special training on exhibitions in the galleries, be responsible for light supervision and scheduling of additional Guest Service personnel, and will provide administrative support to office staff when needed. The Guest Service Coordinator will interact with guests, staff and volunteers, in person and on the phone, in addition to providing security to the KAC building, artworks and guests.

- Job Type:** Full-Time, 35-40 hours per week, including regular evening & weekend hours, some holidays.
- Salary:** \$13.00 - 14.00 per hour
- Reports to:** Executive Assistant; this position works closely and communicates regularly with Curatorial & Education teams
- Supervises:** Guest Service Assistants and Guest Service Associates
- Location:** In-person position at Krasl Art Center
- Benefits:** Eligible for Family Medical Insurance, Paid Life Insurance, Disability, Paid Vacation and Sick Days, Flexible Savings Account

Organizational Values

Krasl Art Center's mission is to Inspire Meaningful Change & Strengthen Community through the Visual Arts. Staff members provide excellence, collaboration, innovation, creativity, respect and a sense of humor to advance the organization and accomplish this work.

Requirements:

This position requires excellent customer service skills, a strong work ethic, flexibility, adaptability, teamwork and respect for others. Knowledge of basic office equipment, computer systems, scheduling, and POS software are required. A passion for art and promoting the creative communities is preferred. Adherence to any and all current Covid policies.

Primary Responsibilities:

- **Customer Service:**
 - Greet all visitors and record attendance.
 - Invite guests to make a donation upon entrance.
 - Share information and promote current exhibitions, classes, programs and events, as well as arts and culture related events in the community.
 - Promote and make sales in the gift shop.
 - Answer the telephone professionally, share information, and forward calls.
- **Light Supervision**
 - Coordinate Guest Service Associates and Guest Service Assistants, schedule shifts, and ensure coverage when KAC is open.
 - Manage training for new Guest Service employees or volunteers.
- **Security/Event Hosting:**
 - Open and close the KAC building.
 - Monitor exhibition galleries to ensure safety of artwork.



- Follow proper security and safety procedures including COVID-19 safety practices.
- Early arrival and late departure may be required to support KAC events or event rentals.
- Light physical labor (stacking chairs, etc.)
- **Administrative**
 - Support Data Management with class, gallery, and general attendance recording and reporting
 - Master Art Center Canvas to confidently process memberships & donations, register students for classes, make shop sales, upload class listings each class term, build attendance sheets
 - Manage communications for front of house staff and volunteers
- **Other skills & tasks:**
 - Must be technologically savvy and able to wrangle complicated computer programs.
 - Basic understanding of Google Suite.
 - Provide office staff support as needed.
 - Perform basic cleaning and disinfecting duties.

To apply:

- Submit **letter of interest, resume** and **work availability** to office@krasl.org.
- Include last name and Guest Services in the subject line of the email (ie: Willis-Guest Services).
- No phone calls please. This position will be filled as soon as possible.

Organization Overview:

Krasl Art Center (KAC) is accredited by the American Alliance of Museums. KAC offers thoughtful exhibitions, engaging classes and camps, community events such as the nationally ranked Krasl Art Fair on the Bluff, outreach opportunities, and cultural exploration. KAC strives to provide excellent experiences for all visitors while fulfilling our mission to inspire Meaningful Change & Strengthen Community through the Visual Arts.

Physical Demands: Regularly

- sit for long periods of time; walk, bend over, stoop, and kneel sometimes outdoors.
- use hands and fingers to handle objects, operate equipment such as a keyboard and mouse.
- use hands and arms to reach, lift, move, carry, pull and push files/objects up to 50 pounds while sitting, standing, climbing or walking.
- use eyesight for close vision, distance vision, color vision, and depth perception.
- use the sense of hearing.
- speak clearly, using the English language.

The Fine Print This job description details the basic scope of responsibilities of the position but should not be considered all-inclusive. Additional duties should be expected, including some non-traditional work hours such as evenings and weekends.

This job description does not create an employment contract, implied or otherwise, other than an “at-will” working relationship.

We conform to all the laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities and veterans to apply to all of our job openings. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, Genetic Information & Testing, Family & Medical Leave, Sexual Orientation and Gender Identity or Expression, protected veteran status, or any other characteristic protected by law. We prohibit retaliation against individuals who bring forth any complaint, orally or in writing, to the employer or the government, or against any individuals who assist or participate in the investigation of any complaint or otherwise oppose discrimination.