

KRASL ART CENTER

707 Lake Blvd. St. Joseph, MI, 49085

Inspire meaningful change and strengthen community through the visual arts.

Guest Services Coordinator

Position Summary

The Guest Services Coordinator is a forward facing hospitality and management position that ensures excellent and efficient visitor experiences are provided - in-person, by phone, and assisting online. This role leads by example, warmly welcoming guests and quickly meeting their needs - whether a first time visitor, returning student, or lifelong volunteer. They are invested in the appearance and presentation of the center, its accessibility and inclusiveness.

The Guest Services Coordinator will be stationed at the welcome desk in the public lobby of Krasl Art Center. They will recruit, train, and manage **volunteers** for weekly front desk assistance, special events, and program support, including the annual art fair which relies on 300+ volunteers. This position hires, trains, schedules, and manages the paid **guest services associates**. GSAs are scheduled during evenings and weekends.

To effectively manage volunteers and staff, the Guest Services Coordinator must be a connector and relationship builder who values individuals and the arts. They know how to adapt and manage meaningful service-based opportunities within a creative arts environment and close knit community. They also have the administrative skills required to track, communicate, and evaluate the volunteer program.

Essential Duties

- Provide excellent customer service and guest engagement
- Update and maintain all front of house policies and procedures, making sure they are accessible and referenced by staff and volunteers
- Develop and manage a daily cleaning schedule for the first floor of Krasl Art Center, to include public restrooms, lobby, lounge, gift shop, kitchen, and other areas as needed
- Follow and enforce proper protocol regarding the safety of guests and artworks within the building
- Recruit, onboard, and supervise GSA staff and volunteers
- Follow proper security and safety procedures for building, galleries, and visitors
- Share information and promote current exhibitions, classes, programs and events, as well as arts and culture related events in the community.
- Retrieve and enter accurate and pertinent data in CRM database
- Perform additional duties as assigned to support staff and Front of House needs

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Volunteers

- Identify, recruit, and schedule volunteers
- Maintain volunteer records and track volunteer data
- Develop and update volunteer job descriptions
- Administer applications (screening, background checks, etc.).
- Coordinate interviews, training, placement, and evaluation to meet organizational needs
- Execute additional volunteer management responsibilities including training and management during major events including Krasl Art Fair on the Bluff
- Communicate, promote, and manage volunteer opportunities through phone calls, email, websites, and scheduling software
- Recruit new volunteers through outreach initiatives; may include businesses, faith-based, community service
- Lead volunteer recognition, including writing thank you notes, planning an annual volunteer appreciation event, and other forms of acknowledgement

Guest Services:

- Oversee welcome desk including greeting visitors, answering phones, recording attendance, accessing and monitoring CRM database
- Recruit, onboard, and supervise GSA staff and volunteers
- Follow proper security and safety procedures for building, galleries, and visitors
- Share information and promote current exhibitions, classes, programs and events, as well as arts and culture related events in the community.
- Perform additional duties as assigned to support staff and Front of House needs.

Competencies

- | | | |
|----------------------|--------------------------|------------------|
| • Self-motivated | • Basic understanding | • Problem solver |
| • Good listener | of Google Workspace | • Empathetic |
| • Strong | • Excellent organization | • Hospitable |
| communication skills | • Attention to detail | |

Physical Demands (critical physical functions required)

- Frequent telephone and computer work
- Sitting, standing, or walking for extended periods of time, indoors and outdoors (sometimes in inclement weather)

Qualifications

- High school diploma, GED, or an equivalent combination of education and experience sufficient to successfully perform essential duties listed above

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- Proficient use of the English language
- Background in the arts, non-profits, or hospitality preferred

Position type:	Full time, exempt, salaried
Location:	Southwest Michigan, regular on-site presence
Benefits:	Comprehensive benefits package
Reports to:	Director of Events
Salary Range:	\$40,000; Commensurate with Experience
Schedule:	Tuesday thru Saturday, 10:00 am to 6:00 pm As of January 2026: Tuesday thru Friday, 12:45 to 9:15 pm; Saturday 9:45 am to 6:15 pm

Krasl Art Center is an Equal Opportunity Employer

TO APPLY: Submit letter of interest and resume to jamie@krasl.org. We respect the time and efforts taken to apply. However, due to administrative capacity, no phone calls please. Resumes will be reviewed starting immediately.

About Krasl Art Center

Krasl Art Center (KAC) is an accredited art museum, regional arts center, and public arts advocate. It opened its doors in 1980 with roots that harken back to the St. Joseph Art Association and the area's first art fair held in 1962. KAC is situated atop a scenic bluff overlooking Lake Michigan, just outside of the local downtown business district of St. Joseph, Michigan. Indoors, KAC displays dynamic exhibitions and new artist projects in its galleries, as well as outdoor artist commissions and new installations every summer. Its studio classrooms provide arts instruction, workshops and drop-in events to all ages and skill levels, and its gift shop offers one-of-a-kind artist-made items. KAC produces year-round programs and events in the arts.

In 2023, the American sculptor Richard Hunt gifted his Benton Harbor Studio to KAC. The Krasl assumed operations of the 20,000 sq ft studio in the spring of 2025. Both sites offer unique opportunities to serve the local community, employ local artists, and showcase art from across the nation. Significant community collaborations and partnerships deepen this work. In these ways, KAC embraces its mission to *inspire meaningful change and strengthen community through the visual arts* and persistently seeks to live its values and beliefs.