



Date Posted: 12/5/2016

Job Title: Guest Services Associate

Reports to: Executive Director

Salary: \$12 - \$15 hourly

Days/Hours: Tuesday – Saturday, full time 40 hrs/week; 9:00 a.m. – 5:00 p.m. (must be flexible with work schedule including evenings and weekends)

Summary

The Coral Springs Museum of Art is seeking an energetic, efficient individual for the important position of Guest Services Associate. The Associate engages directly with the public to fulfill the Museum's operating and strategic goals.

Essential Duties and Responsibilities

- Front desk administration includes greeting visitors, answering the phone, opening and closing the galleries, helping to maintain the appearance of the galleries, and recording daily sales.
- Manage daily data entry into DonorSnap to ensure data integrity and accuracy.
- Work with the Education Manager to perform a full range of registration functions for art classes, workshops, and summer camp.
- Coordinate and schedule docents, volunteers, tours, school programs, and other programming.
- Prepare and coordinate mailings of gift acknowledgements, memberships received, invitations, and other campaigns.
- Manage and develop content for social media, the website, and Constant Contact email blasts.
- Serve as a liaison between the Museum and outside PR firm to execute marketing efforts.
- Assist with exhibit installation and hanging.
- Manage exhibit inventories and documentation.
- Assist in support of fundraisers and other special events.
- Perform other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge and understanding of Museum goals and objectives, and policies and procedures.
- Ability to provide exceptional customer service.
- Excellent communication skills; verbal and written.
- Highly organized and detail oriented.
- Must work well both independently and collaboratively.
- Proficient in all Microsoft Office programs.
- Proficient in social media and other online marketing platforms preferred; Facebook, Twitter, Instagram, WordPress, and Constant Contact.

- Experience with Adobe InDesign a plus.

Minimum Qualifications

High School diploma or equivalent; experience in a non-profit or customer service setting preferred.

To Apply

To apply, email jandrews@coralsprings.org with a cover letter, resume, and [employment application](#) with the subject line "GUEST SERVICE ASSOCIATE". Phone calls will not be accepted.