

# Guest Services Associate

<b>Department:</b>	Admissions
<b>Reports to:</b>	Front of House Lead/Membership Manager
<b>Schedule:</b>	Friday – Sunday, 10am – 5:30pm
<b>Compensation:</b>	Part-time hourly, \$15/hour. No benefits.

**Bellevue Arts Museum** provides a public forum for the community to contemplate, appreciate, and discuss visual culture. We work with audiences, artists, makers, and designers to understand our shared experience of the world.

## Description

The Guest Services Associate provides excellent customer service while welcoming, assisting and orienting Bellevue Arts Museum guests. This staff person generates financial support for BAM by selling admissions, promoting and selling new and renewing memberships, and supporting the Museum Store. This person should be able to communicate to our guests about exhibitions, program information, and promotions. In this highly visible position, the Guest Services Associate provides the important first impression of the Museum to the public via the phone and in person. They also record and track attendance, process the daily mail, assist with mailings.

## Key Responsibilities:

- Welcome and greet all Museum guests and process ticket sales.
- Provide positive contact with all visitors and ensure their questions and concerns are addressed.
- Answer phone and direct calls appropriately.
- Keep up to date about current and upcoming exhibitions, events, and programs in order to knowledgably inform guests.
- Be aware of the daily schedule for programs, events, and meetings and direct guests, trustees, docents, and volunteers accordingly.
- Keep front desk area clean and organized.
- Regularly restock brochures, rack cards, and programs at the guest service area.
- Regularly restock programs throughout the galleries in the Museum.
- Receive and distribute mail; direct vendors, log package deliveries, and notify appropriate staff.
- Promote and sell memberships and membership renewals to guests.
- Explain and adhere to membership guidelines.
- Process and record membership sales in Museum database accurately.
- Meet with Front of House Lead regarding any updates on day-to-day operations and procedures.
- Assist with Museum events on an as-needed basis.
- Create and assist in managing RSVP lists for Museum events.
- Assist in maintaining the Museum Outlook calendar.
- Maintain an organized Admissions Outlook inbox.
- Reply to any inquiries from Admissions Outlook inbox.
- Backup or assist the Museum Store staff.

- Other duties as assigned.

**Preferred Qualifications:**

- Excellent communication skills, including verbal and written.
- Friendly with a positive, customer-centric attitude; ability to maintain a positive approach in a professional manner when dealing with a range of people.
- Customer service experience.
- Past experience in cash handling with a cash register.
- Proficient with Microsoft Office products including Word, Excel, Outlook.
- Experience with donor base and CRM systems or data entry.
- Demonstrated ability for accuracy and attention to detail, especially on record keeping and data entry.
- Ability to prioritize, anticipate needs, and be proactive in finding solutions to issues.
- Ability to work well as a part of a team and take initiative.
- Demonstrated dependability and flexibility.
- Ability to work professionally and tactfully, maintaining a positive and professional approach to tasks.
- Interest in the arts and desire to work in a museum setting.

To apply, please submit a resume and cover letter to Rebecca Anzalone, Membership Manager, at [rebecca@bellevuearts.org](mailto:rebecca@bellevuearts.org).

The position will remain open until filled.