



GUEST SERVICES COORDINATOR

Position Summary

The Guest Services Coordinator professionally greets and welcomes visitors to GreenHill; ArtQuest Studios, The Gallery, The Shop, InFocus Gallery and special programs and provides accurate information and exceptional customer service to promote the cultivation of audience for programs, memberships, and other involvement in the organization.

Reports to: Office Manager

Status: Part-time, non-exempt hourly position, averaging 10-15 hours per week. Shifts range from 3-7.5 hours and occur between the following times; Tuesday 11:45AM-7:15PM, Wednesday 11:45AM-7:15PM, Thursday 11:45AM-7:15PM, Friday 9:45AM-7:15PM, Saturday 11:45AM-5:15PM, and Sunday 1:45-5:15PM, with extended hours for receptions and special events as needed.

Key Deliverables:

- Welcome all visitors into GreenHill in a friendly and professional manner.
- Maintain accurate records of visitor attendance and admission payments.
- Manage in person and telephone inquiries, providing accurate information in a courteous and professional manner.
- Work under the direction of Office Manager and provide direct assistance to the Executive Director, Office Manager and other staff members as appropriate.

Responsibilities and Duties:

- Accurately monitor and record daily attendance numbers and demographics. Maintain GreenHill's master attendance record and properly report monthly attendance to The City of Greensboro.
- Record admissions, take payment and prepare receipts for customers.
- When The Shop Manager or other staff is unavailable, make sales in The Shop, The Gallery or InFocus Gallery in accordance with sales policies and procedures.
- Manage phone calls, directing callers to correct staff member or handling routine inquiries speaking clearly and courteously.
- Monitor Front Desk area and reception areas at all times keeping areas neat and clutter free.
- Avoid any behavior that does not support a welcoming and professional environment for guests including personal calls and visitors, eating/open drinks near the computer, internet use for games and personal social media/networking.
- Promote memberships and encourage patrons to join GreenHill and complete appropriate information when securing memberships.
- Track registration and take payment for programs as appropriate.
- Follow front desk procedures. If scheduled for weekend or first/last shift, open/close The Gallery, InFocus Gallery and The Shop following any special instructions left by staff members and assist with closing ArtQuest Studios if needed.

- Closely monitor The Gallery, InFocus Gallery and The Shop during operating hours and report any suspicious behavior to Security Guard.
- Stay well informed of activities at GreenHill by reading all email communications from staff members, GreenHill's e-blasts and promotional materials.
- Complete special projects and administrative tasks assigned by Office Manager as needed; including, but not limited to, assistance with mailings and database entry and clean-up.
- Maintain copies of front desk forms as needed. Keeping brochure rack orderly and well stocked as well as the business card holder. Remind staff by email when more information is needed.
- Send email to Office Manager at end of day Sunday with attendance figures and any news to be reported at weekly staff meeting.
- Manage, track and fulfill incoming donation requests.

Knowledge + Skills:

- Understanding of GreenHill's mission, staff, programs and history
- Organizational management
- Proficient with Microsoft Office Suite, including Outlook
- Proficient with multi-line telephone
- Customer focus giving general public a sense of being welcome and important
- Strong public speaking and presentation skills
- Communicate effectively in both written and oral forms

Ability to:

- Work independently and in a team environment
- Exhibit sound judgment in the development, implementation and evaluation of plans, procedures and policies
- Multi-task and be self-directed
- Plan, direct and coordinate activities with little input
- Define problems, collect data, establish facts, and draw valid conclusions
- Work discretely; maintain professional relationships with staff, board, community members and collaborators.
- Be flexible and adapt to change

Physical Requirements:

- Stand or walk 2-4 hours at one time, up to 4 hours per day
- Sit for 2-4 hours at one time, up to 7 hours per day
- Occasionally bend, squat, reach overhead, lift or carry up to 25 pounds; lift or carry up to 5 pounds frequently

To apply, please send a brief statement of interest, current resume and name/contact info of three references. Anticipated start date: May 15, 2017.

Material should be submitted to Lisa.Bunch@GreenHillNC.org. NO PHONE CALLS