



The Works: Ohio Center for History, Art & Technology is seeking a **Guest Experience & Membership Coordinator!** We are growing our Guest Services Team and are looking for an energetic and engaging individual to join the team.

Mission: We enrich people's lives by providing interactive opportunities that inspire creativity and learning.

Guest Experience & Membership Coordinator: Full Time (40 hours) + Benefits

Position Overview: The Works seeks an energetic and engaging individual provide outstanding support to all guests to The Works while promoting museum amenities, services, and programs. This forward facing position is responsible for the overall visitor experience at The Works through the management of admissions and information and provides support for the Development Team in the cultivation and stewardship of museum members. The Coordinator must have excellent communication skills, problem-solving aptitude, a guest-centric approach, and ability to work in a dynamic and collaborative team environment.

Primary Responsibilities:

- Reporting to the Assistant Director, the Guest Experience and Membership Coordinator is responsible for delivering excellent member and guest experience.
- Creates a welcoming atmosphere and personalized guest service when greeting visitors to the museum, ensuring courteous, informative, and timely admission/interaction.
- Provide up to date information about membership, programs, and events to museum guests; possess a strong knowledge of the organization to accurately answer questions and make recommendations. Provides feedback to museum staff and volunteers to ensure the best possible guest experience.
- Operates all aspects of the point-of-sale system, including admissions, memberships, gift shop sales, and opening/closing registers; Maintains merchandise inventory records
- Maintain accurate and up-to-date membership records, including member information, report details, and requests. Effectively and efficiently, resolve issues by listening to and identifying member needs. Provides support for special membership promotions, events, and other member benefits.
- Basic office responsibilities, including addressing/directing phone calls, assisting filing and copying, ensuring that the Front Desk and Gear shop areas are clean and organized at all times.
- Collaborate with the education team to schedule museum programs and rentals, including school field trips, community programs, birthday parties, and facility rentals. Prepare contracts and communication for bookings. Provide customer support during programs and rentals, which may include after-hours events.

Essential Skills & Competencies

- Guest-centric approach, extremely personable and polite, comfortable and friendly while interacting with the public, donors, members, and guests.
- Professional and resourceful; willing to take initiative, be adaptable and manage multiple tasks and projects at a time without close oversight. Highly dependable with an organized and detail-oriented approach.
- Must be able to work well in a dynamic and collaborative team environment; ability to interact with persons of diverse jobs, backgrounds, and personalities.
- Excellent verbal and written communication skills, problem-solving and decision making skills.
- Exceptional interpersonal skills, maintains a professional manner through tact, initiative, good judgement, and confidentiality. Regularly communicate status of assignments organize and prioritize tasks and meet deadlines.
- Computer literate: Microsoft products, Altru experience a plus.

Education

Bachelor's degree, plus equivalent professional experience. Minimum two years experience in a customer service, development, and/or communications role, preferably in a cultural arts or non-profit environment.

This is a full time position with a Tuesday – Saturday work schedule; and some evening or weekend hours required to support special events at The Works and in the community. The Works is an equal opportunity employer.

Submit cover letter, resume and two letters of reference to Janice LoRaso, Executive Director, The Works, 55 South 1st Street, Newark, Ohio 43055, or janiceloraso@attheworks.org. No phone inquiries please.