



## **VISITOR SERVICES COORDINATOR (FT)**

*Applications due: May 16, 2022*

### **POSITION OVERVIEW**

The Center for Craft, a national 501c3 nonprofit arts organization located in downtown Asheville, NC, is seeking a full-time Visitor Services Coordinator to optimize audience engagement and the visitor experience.

This key, forward-facing position works at the front desk in the Center for Craft Gallery located at 67 Broadway Street in downtown Asheville and is responsible for coordinating a team of part-time Visitor Services Associates including training, schedules, and maintaining standards. The position works both independently and collaboratively with the Operations Team to support the daily audience engagement and administrative demands of the space, and ensures a positive experience for visitors to the Gallery, Cowork, Programs, and Events. In addition, the Coordinator works closely to help identify and measure key performance indicators to drive visitor satisfaction. This role involves a dynamic blend of hospitality, visitor service, administration, operations, safety, and other duties as assigned. The position reports to the Director of Operations.

This position is full-time and exempt with occasional evenings/weekends. Starting salary is \$38,000 with full benefits to include Medical/Dental, Life Insurance, LTD and STD, and 401K as well as 3 weeks paid leave and recognized federal holidays.

### **POSITION RESPONSIBILITIES**

- **Coordination**
  - Lead Visitor Services staff by example and in a hands-on manner ensuring excellent service and a positive experience, to encourage repeat visitation and community participation.
  - Oversee responsibilities and workflow of Visitor Services Team including coordination of schedules.
  - Maintain communication with the Director of Operations, Visitor Services Team, and Gallery Manager including participation in Staff, Programs Team, and Operations Team meetings.
  - Provide guidance and participate in training and development of the Visitor Services Team with the Director of Operations and Gallery Manager.
  - Support efforts to increase visitorship and develop the visitor experience. Make recommendations on enhancements and improvements that are aligned with the organization's mission and budget.
  - Develop and coordinate a new Visitor Services volunteer program to provide an opportunity for locals to support the Center for Craft by greeting visitors, assisting with admissions, providing information, and supporting programs and events.
- **Operations**
  - Open and close the building and areas within as scheduled.
  - Maintain working knowledge of safety and emergency protocol. Ensures compliance of employees with established security, sales and record keeping procedures and practices.

- Provide assistance to visitors and Coworkers in a professional, positive manner. Work to resolve visitor concerns and communicate to the appropriate staff to achieve resolution when needed.
- Restock frontline desk materials and maintain cleanliness of Gallery and public spaces, including a professional work area.
- Serve as lead accessibility liaison for Center for Craft exhibitions, programs, and services to ensure that the space is accessible to all audiences. In coordination with the Gallery Manager, provide large print formatting of exhibition text, audio descriptions and arrange for sign language interpretation through contracted services when requested.
- Remain knowledgeable and adhere to all guidelines regarding service animals versus emotional support animals, offering large print or scripts to guests with impairments, ensuring all guests to the building have an equally positive experience.
- Gallery (supported by Gallery Manager)
  - Serve as Gallery reservation lead. Check reservations regularly, answer questions directed by phone or email regarding visitation, recruit visitors, and lead tours.
  - Knowledgeably and personably engage gallery visitors by articulating the work of the Center and sharing up-to-date knowledge of exhibitions, programs, and events.
  - Ensure safety and security of artwork during shifts, monitor works daily and notify Gallery Manager of any changes as soon as they are noticed (artworks that have been moved, fingerprints, or other instability)
  - Keep records. Record and report on visitor numbers, contact information, and zip codes; collect and log visitor feedback; archive guest lists and assist with exhibition reports; track relative humidity and temperature and record.
  - Complete cash management functions; cash drawer reconciliations and procedures related to sales, admissions, and donations; and implement proper retail inventory procedures for accurate record-keeping. Coordinate additional retail support such as display and signage.
- Cowork (supported by Operations and Community Coordinator)
  - Remain knowledgeable about Cowork plans, tour schedules, and onboarding process.
  - Staff Cowork Reception Desk and provide operational or technical assistance to Coworkers as scheduled (i.e. brew coffee, assist with conference room technology, etc.)
  - Assist Coworker guests or visitors in navigating the space.
  - Provide support to maintain cleanliness of work area and shared spaces in Cowork.
- Events and Programs (as scheduled)
  - Set up and break down for events and programs including chairs, tables, trash cans, and a/v.
  - Serve as check-in, tech support, and building contact.

## **SCHEDULE AND REQUIREMENTS**

This is a full-time 37.5 hr/week position. Weekend, evening, and holiday work may be required. To perform this job successfully, an individual must be able to work in the following conditions: standing for long periods of time and lifting 30 lbs comfortably.

## **QUALIFICATIONS**

The ideal candidate will have studied or possess a strong working knowledge of Arts Administration, Art History, or a related field and will have experience with customer service. Candidates should be personable, well-rounded and highly organized with the ability to navigate multiple and diverse tasks and assignments; work

with multiple technologies; troubleshoot and problem solve; and communicate effectively and courteously with a variety of people verbally and in writing. Proficiency with Microsoft Word, Excel and Google Drive is required.

The Center for Craft is an Affirmative Action/Equal Opportunity Employer. We do not discriminate against any individual or group of individuals on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, or veteran status. The Center encourages applications from candidates who can complement the Center for Craft's Diversity, Equity, Accessibility, and Inclusion work by offering unique perspectives and understanding of issues impacting groups that have been traditionally under-represented in the field. Submitting an application does not constitute a promise or guarantee of employment.

## **TO APPLY**

Please send the [application form](#), cover letter, and resume to Erika Kofler, Director of Operations, at [ekofler@centerforcraft.org](mailto:ekofler@centerforcraft.org). No phone calls please.

Offer of employment is contingent on successfully passing a background check.

## **ABOUT THE CENTER FOR CRAFT**

Founded in 1996, the Center for Craft (formerly The Center for Craft, Creativity & Design) is the leading organization in the United States identifying and convening craft makers, curators, and researchers, and matching them with resources, tools, and networks to advance their careers. Over the years, the Center has become a vital community resource, serving thousands of visitors annually. As a national 501c3 nonprofit organization dedicated to advancing the field of craft, the Center administers more than \$500,000 in grants to those working in the craft field. Follow the Center at [centerforcraft.org](http://centerforcraft.org), and on [Facebook](#) and [Instagram](#).