

GUEST SERVICES OFFICER – Job # NAAM006

Reports to: Programs and Community Engagement Manager
Schedule: Full Time
Location: Seattle, WA

About the Role

The Northwest African American Museum seeks an attentive, positive-spirited, high-energy, consummate professional to serve as Guest Services Officer (GSO). He/She will provide outstanding customer support for museum admissions by creating a friendly, welcoming, and informative environment for all museum visitors. The GSO is responsible for revitalizing our front of house operations, promoting store merchandise and memberships, supporting volunteers, and delivering all levels of admissions services including operating the museum's POS system; selling tickets, retail and merchandise.

What You Will Do

- Promote the museum as a destination of choice.
- Warmly greet, assist, and anticipate customer needs.
- Operate POS system and handle cash and credit card transactions.
- Count, organize, and balance cash drawer, fill out cashier slips, and make deposits.
- Ensure security and presentation of museum's front of house assets.
- Maintain a positive attitude and promote sales.
- Insures the proper maintenance and care of the Museum Gift Store which includes; assisting with purchasing merchandise and supplies, creating displays of products, tracking inventory, submitting monthly reports, and maintaining the POS system.
- Track attendance and provide regular reports.
- Work with the Programs & Community Engagement Manager to recruit, retain, train, assign, train, and recognize NAAM's volunteers.
- Assist with program and special event set-up.
- Promote membership sales during programs and events
- Other duties and tasks as assigned.

What You Will Bring

- Excellent customer service, interpersonal, organizational, and supervisory skills.
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint and Publisher).
- A strong sense of stewardship, integrity, and salesmanship.
- Problem solving and multi-tasking skills, and strong disposition for creating quality and enjoyable experiences.

What Makes You Qualified

- Bachelor's degree or professional certification appropriate to the position, or equivalent combination of experience and education.

- Proven math and money handling skills.
- Dynamic customer service abilities.
- Demonstrated interpersonal and written/verbal communication skills.
- Ability to work independently with limited or no supervision.
- Requires occasional lifting, carrying, pushing, pulling of up to 25 lbs.
- Must be available to work evenings and weekends.

Application period for this vacancy: June 1 - 30, 2019

To apply for this opportunity, submit your resume, salary expectations and a cover letter detailing why you are the ideal person for this role to: HR@naamnw.org.

Not for you? Check out these other opportunities: [Grants Writer & Development Officer](#) | [Executive Assistant & Office Manager](#) | [Security & Events Assistant \(PT\)](#) | [Programs & Community Engagement Manager](#) | [Development Director](#) | [Marketing, Sales, & Communications Coordinator](#)

Equal Opportunity Employer

The Northwest African American Museum provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.