

WING LUKE MUSEUM

Position Announcement – March 2, 2023

Wing Luke Museum (WLM) Mission: We connect everyone to the dynamic history, cultures, and art of Asian Americans, Native Hawaiians, and Pacific Islanders through vivid storytelling and inspiring experiences to advance racial and social equity.

WLM Vision: At the WLM, we believe in Arts + Culture as Apothecary, defined as a *culturally rooted art and creative expression contributing to comprehensive wellness, from individual to community*. We also trust that an employee's well-being, intersectionality, interculturality, and enoughness are central to the success of their job.

Position Title:	Museum Services Lead
Reports to:	Director of Museum Services
Rate of Pay:	Grade 20; \$21.42 - \$29.98 an hour, DOE
Schedule:	Part-time (Up to 16 hours/2 days a week); Saturday and Mondays, typically 9:30 a.m. – 5:30 p.m. (During peak times must be willing work from 7 a.m. to midnight and may be scheduled for other days). Shifts are scheduled in 5hr, 8hr, and 11hr stints. Additional occasional evenings and weekends as necessary.
Start:	Training in March and April, with a regular shift starting May 6 th .
Benefits:	Sick time, per Seattle's Paid Sick & Safe Time (PSST) Ordinance. Staff enjoy museum membership and discounts at the Marketplace and programs.

Position Summary:

The Museum Services Lead, along with the (MS) team, cultivates museum ambassadors and community as well as creates educational experiences by facilitating visitors' experiences, promoting museum ambassadorship and stewardship, processing admission and merchandise purchases, informing guests about membership, exhibit, tour and program opportunities, answering questions and connecting calls, and ensuring the museum's mission is embedded in all facets of their work. This department is comprised of four (4) earned revenue areas including Admissions, Marketplace retail, private event venue program, and museum membership program. The Museum Services Lead directly reports to the Director of Museum Services Manager and indirectly reports to the Visitor Services & Events Assistant Manager and the Marketplace Assistant Manager & Volunteer Coordinator.

Key Responsibilities:

- Create an open, conversational atmosphere for immersing visitors in the uniquely-American stories, dynamic cultures, diverse histories and art of Asian American and Native-Hawaiian/Pacific Islander communities.
- Be knowledgeable about the Wing Luke Museum mission and exhibits, the Seattle Chinatown-International District area history, and overview of APIA U.S. histories.
- Personalize visitor experiences providing knowledge of all current and upcoming exhibits, events, programs & tours.
- Perform responsibilities of customer service: sincere greetings, positive manners and attitude, remain clear, concise, sincere, and informative as well as upkeep the welcome hall and gallery areas.
- Encourage visitors and guests to attend tours to gain an understanding and contextual foundation upon which to engage with the Museum's galleries.
- Promote and acquire museum visitor retention & relationships (via upsell of) membership sales, procuring new, renewed, and upgraded memberships.
- Proficient use of Altru point of sales system: balancing tills; processing transactions, affiliate discounts, payments, and refunds; inputting membership/constituent profiles database contact, interactions, and more; event registration; merchandise inventory tracking; constituent profile management (attending to customer questions about previous purchases, event registrations, membership history, etc.).
- Assist with Facility Use, including equipment set-up/breakdown and event staffing.
- Maintain presentable facility, upkeep of the lobby, exhibits, bathrooms, and more.

- Possess or be willing to be trained on behalf of the Museum in CPR and First Aid certification, Safety & Security and Membership programs.
- Assist with merchandising, restock, and inventory upkeep.
- Data collection: track daily sales goals, neighborhood concierge, visitor surveys.
- Online order fulfillment & shipping: reconcile orders between different software platforms SquareSpace and Altru for accounting & finance needs, identify shipping options to maximize profit margin, pack & monitor online store inventory, ship & secure tracking information.
- Assist Marketplace Social Media marketing: content creation, photograph merchandise, identify community relations, mission-based messaging copy creation.
- Open and close all exhibits, including preserved historic spaces, contemporary artist galleries, and permanent exhibit galleries.
- Delegate phone communications properly and independently with administrative staff.
- Be an enthusiastic WLM ambassador!
- Other duties as assigned.

Qualifications:

- Some cashiering experience in customer service, retail, concierge, hospitality, or equivalent preferred.
- Exceptional skills for helping and assisting others and genuine care in working with the public.
- Attention to detail and competent computer skills.
- Must be dependable, responsible, punctual, and have self-initiative.
- Work well independently, in a professional team setting, and with professional authority, strong verbal communication, and public speaking skills.
- Have a flexible schedule.
- Friendly, enthusiastic team player who enjoys working with a diverse group of staff and visitors.
- Bilingual and multilingual skills valued.

To Apply (no phone calls, please):

Please e-mail letter of interest and resume to: jobs@wingluke.org

Museum Overview:

As a National Park Service Affiliated Area and the first Smithsonian affiliate in the Pacific Northwest, the Wing Luke Museum offers an authentic and unique perspective on the American story. Nationally recognized for our work in creating dynamic, community-driven exhibitions and programs, we put our community at the heart of each exhibition we create. The stories you see and hear within our walls are their authentic experiences and perspectives. From the struggles of early Asian pioneers to accomplished works by national Asian American, Native Hawaiian, and Pacific Islander (AANHPI) artists, their contributions give us a look at what it means to be uniquely American. Our 60,000 square foot facilities offer three floors to tell our communities' stories, with contemporary galleries showcasing both temporary and permanent exhibitions as well as preserved historic spaces accessible only through our daily guided tours. Beyond our walls, we like to tell the story of our neighborhood, Seattle's Chinatown-International District. While economically challenged, it is a historically and culturally vibrant area, and we see ourselves as a neighborhood concierge and an economic anchor for the nearby small businesses. From restaurants to statues that you might not otherwise notice, there are layers of history and significance that are waiting to be uncovered. Wing Luke Museum offers guided neighborhood tours and events that will encourage you to discover stories and tastes both on and off the beaten path. For more information, please visit www.wingluke.org.

The Wing Luke Museum is a 501c3 organization. We are committed to diversity, equity, inclusion, accessibility, racial and social justice. BIPOC candidates are encouraged to apply.