NOTICE: January 8, 2019 Position Opening: Museum Services Lead

The Wing Luke Museum of the Asian Pacific American Experience is seeking motivated and enthusiastic individuals to work a flexible schedule as Museum Services Leads. Qualified candidates possess excellent communication, customer service, and sales skills and an interest in the rich history of the Asian Pacific American communities in the Pacific Northwest and Seattle’s Chinatown-International District. Prior museum experience not required, but candidate must have exceptional customer service experience and positive attitude.

Scheduled hours vary depending on the needs of the museum and could be anywhere from 0-29 hours per week, Tuesday – Sunday, 9:30 a.m. – 5:30 p.m., with mandatory occasional event hours beginning as early as 8:00AM or ending as late as 11:30PM. Also includes mandatory weekends and holiday hours. Shifts are scheduled in 5hrs, 8hrs, and 11hrs stints. This position requires a minimum 6-month commitment. Position pays $15 an hour beginning in 2019 and is non-benefitted. EOE.

To apply please submit cover letter in PDF format sharing why you would like to work at The Wing and what type of impact you’d make to the team along with a resume to Director of Museum Services Rayann Onzuka via email at opsjobs@wingluke.org and “Museum Services Lead” in the subject line. Hire start date December 23, 2018. Open until filled. No phone calls, please.

Job Description

Museum Services Leads create a friendly, welcoming atmosphere by facilitating visitors’ experiences, processing admission and merchandise purchases, informing guests about membership and tour opportunities, answering questions and phone calls, and ensuring public and art/artifacts’ security. This department is comprised of the Visitor Services, Marketplace gift shop, Space at The Wing private event venue program, and museum membership. This position will work as the first contact with our visitors and donors and is integral to creating a positive impression of the museum.

Requirements

- Exceptional sales and customer services skills with a passion for helping and assisting others; must be able to upsell memberships, tours, and programs using sales strategies, knowledge, and genuine passion about services
- Available to work a flexible schedule depending on Museum needs and events
- Must work weekends, Saturdays and Sundays, evening hours (5:30-11PM), and holiday hours
- Strong email and verbal communication skills; strong public speaking skills
- Must be dependable, responsible, and have self-initiative; works well independently, in a professional team setting, and with professional authority and direct supervisors
- Friendly, enthusiastic team player who enjoys working with a diverse group of staff and visitors
- Passion for and desire to learn about the rich history of the Asian Pacific American and Chinatown-International District communities

Duties

- Create meaningful interactions with visitors and facilitate positive and safe engagement with exhibit subjects
- Encourage customers in making the best choices for their visit in scheduling tours and in their merchandise purchases by remaining knowledgeable of current exhibits and merchandise inventory and artists
- Enthusiastically provide visitors information on all museum programs and exhibits
- Procure membership sales, new and renewed, converting daily visitors into museum ambassadors
- Proficient in use of Altru point of sales system in balancing tills, processing transactions, discounts, payments
- Delegate phone communications properly and independently with administrative staff
- Assist Director of Museum Services with Space at The Wing events and facility use, including set-up/breakdown, event staffing, etc. Must be able to lift objects weighing up to 35 lbs.
- Maintain presentable facility for a positive visitor experience, upkeep of the lobby, exhibits, bathrooms, and more
- Provide constructive observations of visitor experiences to create and inform department innovations
- Front Desk Safety & Security training, membership sales training, Race & Relations training
- Other duties as assigned

Museum Services Leads report to the Director of Museum Services and Assistant Managers for respective areas.