



METAL MUSEUM

## **Job Description**

### **Guest Services and Rentals Coordinator**

**Reports to:** Development Manager

**Classification:** Exempt

**Hours:** Full time. Must be available to work Saturdays, 9:30AM - 5PM. Additional hours (nights and weekends) may be required.

#### **Description of the Metal Museum and its Mission**

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The Metal Museum is the only museum of its kind in the country dedicated to the advancement of the art and craft of fine metalwork. The Museum engages the metals community and the surrounding region through exhibitions, collections of fine metalwork, educational programs and publications featuring artists of national and international importance to the field. The permanent collection and exhibition program reflect a wide range and mixture of metalsmithing, including ferrous and nonferrous metals, hollowware, jewelry and architectural elements. With its unique focus on artwork and fine crafts made in metal, the Metal Museum helps initiate and promote dialogue and understanding of the field and its relevance in our modern culture.

#### **Purpose**

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To serve as the first face and voice of the Metal Museum and ensure high quality customer service. Energy, enthusiasm, and an interactive demeanor are all required for this position. This position also oversees the facilities rentals program and assists the development team.

#### **Essential Functions and Responsibilities**

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##### **Guest Services/Administration**

- Work at the Front Desk, greeting and checking-in each Museum guest, member, vendor and visitor
- Represent the Museum to the public in a welcoming, energetic, professional, and friendly manner
- Maintain proper cash handling procedures
- Manage traffic flow for Museum guests, volunteers, event vendors, Metals Shop clients, and others
- Maintain knowledge of Metal Museum membership program, sell new memberships, and renew and upgrade existing memberships
- Respond to and resolve guest complaints and concerns with patience and professionalism, calling upon a supervisor when needed
- Manage event and class registration
- Assist Marketing Coordinator with website maintenance
- Order Museum supplies as needed

- Maintain cleanliness of the Museum
- Other duties as assigned

### **Rentals**

- Promote and schedule all Metal Museum facilities rentals
- Answer phone calls, emails, and conduct site visits with prospective rentals clients
- Serve as Museum liaison to rental partner Mahaffey and as primary point of contact for Museum preferred and prospective caterers
- Coordinate with other departments (Marketing, Development, Finance) to ensure the Museum meets its annual rentals income goals

### **Development**

- Process and fulfill membership requests and renewals
- Assist with development mailings - renewal letters, appeal letters, and general mailings
- Enter constituent records and contacts in eTapestry database
- Conduct prospect research as needed
- Assist Development Manager with member and donor events

### **Qualifications**

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Education: Associate's degree required. Bachelor's degree preferred.

Experience: Minimum 2 years experience in customer service position required.

Skills/Abilities:

- Proficient cash handling abilities
- Computer proficiency, especially with email, Microsoft Word, and POS systems
- Exceptional interpersonal and communication skills
- Ability to maintain up-to-date knowledge of the Museum's history and current programs
- Knowledge of eTapestry or similar constituent database desired, but training is available
- Knowledge of Wix.com or similar website service desired, but training is available
- Ability to work effectively with a wide range of Museum guests, supporters, members, volunteers, and staff

### **To Apply**

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Send resume, cover letter, and three references to Frances Winfrey, Development Manager, at [frances@metalmuseum.org](mailto:frances@metalmuseum.org). Please, no phone calls.