

Administrative & Guest Relations Assistant

The Administrative & Guest Relations Assistant will serve three main functions at the Cafesjian Art Trust Museum: provide outstanding administrative support to all staff members, manage, plan and execute special events, and serve as the first point of contact to welcome and serve visitors to the museum.

This position is part-time (30 hours per week). Wednesday–Friday (Wednesday–Fridays, 8:00am–4:30pm; Saturdays, 10:00am–4:30pm).

Hourly Rate: \$25 per hour.

Responsibilities include but are not limited to:

Communications

- Field emails and phone calls from Museum visitors. Distribute communications to appropriate staff members.

Events

- Manage the coordination, planning, and execution of special events, including:
 - Create and maintain event schedule with staff. Update and distribute event plans and duties.
 - Booking catering, photography, and rental vendors.
 - Maintain guest lists and RSVP responses.
 - Create and send out email invitations.
 - Book travel and accommodations for visiting speakers and artists.
 - Create and manage itineraries for visiting speakers and artists.
 - Manage communication with outside stakeholders including artists, community partners, and patrons.
 - Organize staff lunches as needed during installation week, etc.

Guest Visitation

- Manage, program, and field issues with tour reservation software.
- Maintain tour waitlist: keep track of cancellations, release spots on the waitlist as appropriate, and email or call visitors to notify.
- Track guest attendance and pull reports on request.
- Book large group tours (>8 people) over the phone, and place phone call reminders to large groups each week.
- Perform guest service duties: prepare front-of-house before opening to the public, check-in visitors using reservation software, answer questions, and provide gallery security.

Administrative Assistance

- Manage museum calendar and meeting invitations.
- Assist with preparation and formatting of documents including letters, Excel spreadsheets, and exhibition checklists.
- Assist with organization, updating, and filing of documents, both digital and printed.
- Take notes during staff meetings and provide follow-up communications to execute and maintain schedule and progress.
- Track progress on projects through communications with staff and managing project spreadsheets and other documents. Communicate project updates and progress with staff.
- Assist staff with filing and organization.
- Manage ordering, organization, and monitoring stock of office, kitchen, and first aid supplies.
- Along with Controller, track monetary donations from guests: maintain donation box(es), and be a co-counter and tracker of monthly donations.
- Write, update, and record phone system messages, and coordinate any updates and changes to phone system. Document all past phone system messages.
- Assist Director of Collections and Registrar with upkeep of the library, including processing new materials, tracking usage, and reshelving books.

Emergency Preparedness

- Assist with annual inventory of emergency supplies and updating of emergency plans.
- Leads AED maintenance, compliance, and monthly inspection.
- Track staff first aid/CPR/AED certification, and scheduling of training.
- Assist with and respond to emergencies according to the museum's Emergency Preparedness Plan.

Other Duties

- Other duties as assigned.

Qualifications

Minimum Qualifications

- High school diploma or equivalent.

- Valid drivers license.
- Experience with providing excellent customer service.
- Extreme attention to detail and project management skills, including the ability to multi-task, organize, prioritize work, delegate, show initiative, and meet demands of workload with interruptions.
- Proficiency in Microsoft Office Suite, including OneDrive, Word, basic Excel, and PowerPoint.
- Willingness and ability learn how to use visitor services software (Tock) and email platform (MailChimp).
- Interest in art and museums.
- Excellent communication skills, both oral and written.
- Ability to adapt quickly to changing needs, priorities, requirements, and deadlines.
- Ability to work independently and on a team, using sound judgement.

Preferred Qualifications

- Museum experience.
- Administrative assistance experience.
- Event planning experience .
- Experience with reservation or booking software.

Physical Requirements:

- Able to sit at a desk operating a computer for a prolonged period.
- Able to stand for extended periods.
- Able to lift up to 25 pounds.