



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

Job Description

Venue Services and Facilities Associate

Reports to: Director of Operations and Facilities

Department: Operations

Status: Part-time, non-exempt (30+ hours, benefit eligible)

Compensation: \$21-22 per hour

Schedule: 30+ hours per week; evenings and weekends required; flexible as needs dictate.

Location: On-site

Benefits: The National Nordic Museum offers a competitive benefits package including paid sick leave, 12 paid holidays and 2 floating holidays, access to an Employee Assistance program and 403(b) retirement plan, and exclusive Museum discounts. Additionally, employees who work 20+ hours per week earn vacation leave, and employees who work 30+ hours per week are eligible for our medical/dental insurance plan and FSA.

Date Posted: 11/27/2023

Position Overview:

The Venue Services and Facilities Associate is responsible for providing excellent customer service and ensuring a welcoming experience for all guests. The position primarily supports evening and weekend Guest Services areas and events, as well as after-hours program and event facilitation. In addition, this position will assist the facilities team with light maintenance and custodial projects.

Essential Job Functions:

Rental and Event Support:

- Represent the Museum to the public and all stakeholders in a positive and professional manner and provide excellent customer service to all external clients and partners.
- Provide direct support for evening and weekend events, including Museum functions and private rentals.
- Serve as point of contact to clients, vendors, and caterers, during private rental events at the Museum.
- Monitor private rentals in progress to ensure compliance with regulations, contracts, timely event services, staffing levels, building security, guest and client safety and satisfaction, and day-of event support and event vendor assistance.
- Maintain a proficient understanding of the Museum's audio/visual and lighting systems.
- Provide basic sound, lighting, and audio/visual technical support during events.
- Communicate all issues, incidents and guest and client feedback to the Director of Operations and Facilities.



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

- Provide direct production support for internal programs and events, as required.
- Follow all security and safety protocols.

Facilities Support:

- Work closely with the Venue Services Coordinator, Facilities Manager and Custodial Assistant for event set-up and production.
- Assist with custodial work including cleaning windows and restrooms, dusting, and vacuuming.
- Perform light maintenance work such as painting or landscaping.

Guest Services Support:

- Greet guests, process admissions sales, answer phone and direct inquiries appropriately, maintain coat room operations, and tidy up as needed.
- Monitor galleries by walking through the spaces and utilizing security camera systems.
- Maintain current knowledge of emergency safety and security procedures and protocols.
- Other duties as assigned.

Knowledge, Skills, and Abilities:

- Outstanding customer service skills.
- Ability to balance multiple projects, prioritize tasks, and problem solve.
- Catering and event experience.
- Basic understanding of audio-visual equipment.
- Excellent communication, effective listening, and interpersonal skills.
- Ability to work effectively with a variety of stakeholders (staff, volunteers, customers, etc.)
- Ability to assess priorities quickly and accurately.
- Ability to work independently and in a team setting.
- Willing to operate a scissor lift at heights of 40 feet. Training and certification provided.

Requirements:

- 2+ years relevant experience
- Proficient in PC platform, Microsoft Office; Word, Outlook & Excel & Publisher
- Evening and weekend hours
- Visual acuity and manual dexterity
- Ability to function on one's feet for 80% of the day.
- Ability to walk frequently, stand for extended periods of time, climb, push, stoop, carry equipment and materials, and lift 40lbs.

NOTE: This job description is not intended to be all-inclusive. All employees are expected to perform other duties to meet the ongoing needs of the organization.



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

To Apply:

Please e-mail cover letter and resume to: hr@nordicmuseum.org with “Venue Services and Facilities Associate Application” in the subject line. Incomplete submissions will not be considered. Position open until filled. No phone calls please.

About the Museum

Founded in 1979, the National Nordic Museum is the only institution of its size and scale in the United States to present the history and culture of the entire Nordic region (Denmark, Finland, Iceland, Norway, Sweden, the regions of the Faroe Islands, Greenland, and Åland, and the cultural region of Sápmi) and the legacy of Nordic immigrants to the United States.

Located along Seattle’s working waterfront in an iconic building that embodies Nordic design, the institution is both a museum and a community gathering place.

Our Mission

The National Nordic Museum shares Nordic culture, values, and ideas with people of all ages and backgrounds to create connections, generate dialogue, and inspire new perspectives.

Our Vision

Through the history we illuminate, the stories we tell, the connections we make, and the values we promote, we inspire our visitors to create a more vibrant, more just, more sustainable world.

Our Values

- Openness: Foster trust and tolerance, and support everyone’s right to express their opinions.
- Sustainability: Embrace a connection to nature and employ responsible practices that demonstrate respect for our environment.
- Social Justice: Exhibit compassion, respect others, and manifest a conviction for the equal value of all people.
- Innovation: Encourage creativity, resourcefulness, and new ways of thinking.

Equal Opportunities for All

The National Nordic 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.