



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

Job Posting

Guest Services Associate

Reports to: General Manager of Retail and Guest Services

Department: Operations

Status: Part-time, non-exempt

Compensation: \$19.97 per hour

Schedule: 30 hours per week

Location: On-site

Benefits: The National Nordic Museum offers a competitive benefits package including paid sick leave, paid holidays, access to our Employee Assistance program and 403(b) retirement plan, as well as 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 our FSA.

Date Posted: January 31, 2024

Position Overview:

The Guest Services Associate is responsible for providing excellent customer service and ensuring a welcoming experience for all guests. The position assists with the day-to-day operations of Admissions, and supports other Guest Services areas, such as the Museum Store and gallery spaces, as needed.

Essential Job Functions:

- Represent the National Nordic Museum to the public and all stakeholders in a positive and professional manner.
- Open/close the Museum, including Admissions, Museum Store, and gallery spaces.
- Open/close POS at Admissions and Museum Store; reconcile daily tills and ensure accurate deposits to the Finance department.
- Sell and process all admissions sales, including on-line and walk-up transactions; administer any add-on transactions including donations and membership.
- Greet visitors and provide them with information.
- Serve as receptionist and greeter for guests arriving for meetings or internal appointments.
- Answer phones and direct inquiries to the appropriate department.
- Maintain coat room operations and cleanliness.
- Understand Admissions and Museum Store policies and procedures.
- Ensure the safety of all Museum visitors, collections, and property by monitoring Guest Services areas and galleries; communicate issues and incidents promptly to management.



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- Monitor galleries by visually inspecting gallery capacity and visitor actions, walking through the spaces, and utilizing security camera system.
- Communicate with your supervisor regarding visitor feedback and incidents in the Museum and Museum Store.
- Keep up to date with Museum exhibition and event information, and Museum Store promotions.
- Maintain current knowledge of building emergency, safety and security procedures and protocols.
- Provide supervision and support to Guest Services volunteers; assist with volunteer training.

Knowledge, Skills, and Abilities:

- Outstanding customer service skills and the ability to manage multiple tasks with high energy and strong problem-solving skills.
- 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.
- Highly organized and detail oriented, with excellent administrative skills.
- Adaptable to changing business situations and environments.
- Ability to work independently and in a team setting.

Requirements:

- 1+ 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.

To Apply:

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



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About the Museum

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.

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

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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.