



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

Job Posting

Guest Services Manager

Reports to: Director of Guest Services and Retail

Department: Operations

Status: Full-time, non-exempt

Union Position: Yes

Compensation Range: \$26-\$28 per hour

Schedule: 40 hours per week, Tuesday-Saturday, including some evenings and weekends

Location: On-site

Benefits: The benefits package for this role includes paid sick leave, vacation, and holidays; access to our 403(b)-retirement plan; medical/dental insurance plan, and Flexible Spending Account; Orca card; and exclusive Museum discounts.

Date Posted: 10/06/2026

Position Overview:

The Guest Services Manager leads the Guest Services team in creating a warm, welcoming, and inclusive experience for visitors to the National Nordic Museum. This position provides supervision and leadership to Guest Services staff and volunteers and manages day-to-day Front-of-House (FOH) activities, including point-of-sale transactions, membership sales, visitor assistance, and coordinating schedules and activities related to FOH operations. The Guest Services Manager ensures that policies and procedures are implemented consistently and accurately and that visitors receive excellent customer service.

Essential Job Functions:

- Represent the Museum to the public and all stakeholders in a welcoming, positive and professional manner.
- Supervise and lead the Guest Services team in collaboration with the Museum Store Manager and Director of Guest Services and Retail; assist in supervising, supporting, training and scheduling staff and volunteers.
- Perform and/or coordinate the day-to-day operation of the Admissions Desk:
 - Maintain a welcoming and orderly reception area.
 - Open/close the Museum, Admissions, and gallery spaces; open/close POS and reconcile daily tills; ensure accurate deposits to Finance Department.
 - Greet visitors and guests, and provide information; answer phones, direct calls as appropriate.
 - Sell tickets, manage RSVPs, and process walk-up transactions, including donations and memberships; manage guest list and complimentary passes.



National Nordic Museum

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

- Promote sale of new Memberships and resolve membership issues.
 - Accept mail and packages and direct to appropriate department.
 - Manage services such as coat room, lost and found, wheelchair use, accessibility, etc.
 - Manage collateral; track and manage onsite guest list and complimentary passes.
 - Track and manage visitor feedback, comments, and suggestions; work with supervisor to address any issues.
- Implement policies and procedures for Guest Services operations, including financial transactions, gallery access, lines of communication, and best practices for customer service.
- Update FOH manual and communicate with staff and volunteers regularly to ensure that up-to-date information on protocols, exhibitions, programs and events is provided, and that day-of assignments are distributed.
- Follow all security and safety protocols, including managing security card access for volunteers and contractors.
- Monitor admissions, galleries, and other public spaces to ensure safety of all Museum visitors; utilize camera system as needed; communicate issues promptly.
- Manage accident/incident reporting.
- Enter admissions data into CRM/dashboard; report monthly admissions numbers.
- Under the direction of the Director of Guest Services and Retail, develop annual sales and marketing strategies to drive initiatives for visitor growth; execute diversity and accessibility programs.
- Work collaboratively across departments to support broader Museum team operational needs.

Knowledge, Skills, and Abilities:

- Outstanding customer service skills.
- Strong leadership and personnel management skills with the ability to support and motivate staff.
- Strong administrative and organizational skills; ability to manage multiple tasks with high energy and attention to detail.
- Strong problem-solving skills; ability to assess priorities quickly and accurately.
- Excellent communication, effective listening, and interpersonal skills.
- Ability to work effectively with a variety of stakeholders.
- Ability to remain calm under pressure, and employ de-escalation strategies.
- Adaptable to changing business situations and environments.

Requirements:

- 3+ years of experience in a guest services, retail, or customer service role, with at least 1 year of direct staff supervision.



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

- Proficient in PC platform, Microsoft Office; Word, Outlook & Excel & Publisher;
- Experience with a variety of software platforms, such as Ticketure and Salesforce, with the ability to adapt to new tools and technologies as needed.
- Available Tuesday-Saturday with some additional flexibility to support evening and weekend events.
- 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 letter of interest and resume to hr@nordicmuseum.org with "Guest Services Manager" in the subject line. Incomplete submissions will not be considered. No phone calls please. Position open until filled.

Masked Hiring Policy: In an effort to reduce unintended biases, an attempt will be made to mask all candidates' identities and demographic details during the initial screening process. We ask candidates not to include photos or other unnecessary personal details in their submissions.



**National
Nordic
Museum**

2655 NW Market St
Seattle, WA 98107

nordicmuseum.org

About the Museum

Founded in 1979, the National Nordic Museum (NNM) 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. Additionally, the Museum features exhibitions ranging from historical examinations of African Americans who migrated to Nordic countries in the 20th century, to contemporary immersive installations by artists such as Jónsi.

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 NNM shares Nordic culture, values, and ideas with all people to inspire new futures. Our Vision We inspire people 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.