



ANNMARIE SCULPTURE GARDEN & ARTS CENTER

Position: Volunteer & Guest Services Coordinator

Department: Guest Services & Gift Shop

To apply: submit resume and three professional references

Hourly Rate: \$18/hour **Part-time:** 24-29 hours/week, includes some weekends & evenings; no benefits

Position Summary: the primary responsibility of this position is to coordinate front desk operations, as well as recruit, train, schedule, and supervise the many volunteers of Annmarie Garden. This position develops and conducts recruitment program to identify, screen, train, schedule, and supervise volunteers, and requires someone who enjoys interacting with people, and is friendly, kind, and diplomatic. This position works the front desk, greets and orients guests, and monitors the daily guest experience. It requires a friendly, poised person, with exceptional customer services skills, and the ability to stay calm in the midst of a hectic day or special event.

Primary responsibilities:

- Staffs the front desk, greet guests, processes gift shop purchases, and oversee the daily guest experience.
- Greets and orients visitors, processes admission and gift shop purchases, answers phones, monitors galleries, assists with programs, as needed.
- Schedules front desk staff and volunteers and makes sure that front desk shifts are covered; fills in as needed.
- Recruits, screens, trains, schedules, and supervises front desk volunteers and all volunteers and docents for programs, group tours, field trips, events, etc. Creates and distributes volunteer e-newsletter.
- Writes volunteer thank-you notes in a timely manner (and other thank-you notes as requested); generates reports on volunteer numbers, hours, and value of service; works with other staff to identify volunteer needs and work guidelines
- Coordinates and manages volunteer programs, including brown bag lunch series, the post-Artsfest luncheon, Friends Holiday Party, Valentine Party, and other volunteer gatherings and events.
- Works all major annual events and coordinates work of volunteers.
- Attends weekly staff meetings; establishes and maintains effective working relationships with others encountered in the workplace; communicates effectively orally and in writing; deal effectively with the public.
- Provides administrative support to the Business Manager and Office Manager, including data entry, preparation of membership packets, letters, gift shop inventory, etc. Helps with the membership program, including processing new members, renewal, etc.
- Performs routine office work – scheduling, data entry, correspondences, copying, etc.
- Ensure bathrooms and galleries are kept clean and tidy; in absence of housekeeper, will perform housekeeping duties, and will assist housekeeper, as needed
- Other duties as assigned by Director

Knowledge, Abilities and Skills to—Must be able to follow oral and written instructions; must be proficient in WORD, Outlook, Excel, and other basic office software. Must be able to deal politely with the public; must be able to work carefully around works of art and special equipment; must be able to work independently with little or no supervision.

Experience, Training and/or Education- Associate's or Bachelor's Degree preferred, or equivalent, plus 2 years relevant experience. Operation of Garden owned vehicles, including a golf cart. Subject to background investigation. Must have valid driver's license and reliable transportation.



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Working around art and sculpture:

All staff must follow established guidelines for working around works of art and sculpture, including the indoor gallery areas and the outdoor sculpture; all staff must follow policies and procedures for working around loaned works of art as stipulated by the Smithsonian Institution and the National Gallery of Art. These guidelines apply to all Annmarie staff, as everything we do is informed by the art and sculpture that surrounds us on the property.

Physical Demands: must be able to lift light to medium loads when setting up for events; must be able to set up tables, chairs, and small pop up tents, and climb ladders to help put up event décor; includes outdoor work under varying weather conditions when working special events; must be able to perform basic janitorial duties.

Schedule - required to work some evenings, weekends, and holidays in addition to normal business operations; must work all major events.

Working at Annmarie: operating a 50 acre park and presenting a wide variety of programs and events requires staff members who can: stand for long periods of time, walk uneven terrain, climb a ladder, work outside in all weather, and spend hours preparing for events and programs, as well as working them. Simply put, it is a very physical place to work. Staff must be able to set up tables and chairs, erect pop-up tents, climb ladders to hand decor and lights, and work the demanding hours of a special programs or event. It is hard, but rewarding!

Annmarie Garden is an equal opportunity employer and welcomes applicants from all walks of life

June 2023