

The Bascom: A Center for the Visual Arts
323 Franklin Road Highlands, North Carolina 28741

Title: Guest Services Specialist
Reports to: Retail and Volunteer Manager
Classification: Non-Exempt, Full-Time, Hourly

Qualifications

Proven skills in administrative work including customer service, data entry, use of point-of-sale software, QuickBooks, and registration procedures preferred. Superior verbal communication and organizational skills; experienced with Microsoft Office Suite. Exceptional interpersonal skills, in person and by phone. Position may require work on some weekends, evenings, and holidays. Must be able to move large objects and sit at a computer or stand for extended periods of time. Candidates will be required to pass a security background check before employment.

Overview

This position provides general support to the Administration, Finance, Retail, Education, and Outreach Departments by handling information requests, performing clerical functions, receiving visitors, and providing a high level of customer service. Additionally, this position provides operational and administrative support for The Bascom's Volunteer Engagement Program.

Responsibilities

- Provide a positive guest experience, as well as administrative and retail support.
- Acquire a full understanding of The Bascom's programmatic offerings to fully communicate content to potential students, stakeholders, and members of the community.
- Acquire a general understanding of all departments in order to direct Bascom visitors and stakeholders to the appropriate personnel.
- Collect registration fees, process and record tuition payments, process retail transactions, and reconcile with finance department.
- Assist with volunteer recruitment and training.
- Maintain database and spreadsheet systems; track and report names, addresses, and volunteer hours.
- Record expenses and revenue in QuickBooks as directed.
- Represent The Bascom at exhibition receptions, programs, and fundraising events.
- Other duties as assigned.

Please submit resume and cover letter to:
The Bascom, Attention Kai Koopman
323 Franklin Road Highlands, NC 28741
Or to kkoopman@thebascom.org