

Crooked Tree Arts Center

Traverse City, Michigan

www.crookedtree.org

Job Description for Guest Experience Associate

As a Guest Experience Associate at Crooked Tree Arts Center - Traverse City, you'll be the friendly face of a creative, inspiring, community-based arts organization that has served northern Michigan for over 50 years. Our front desk will be your domain as you warmly welcome CTAC friends old and new, efficiently and accurately process transactions, and assist with arts programming and administrative tasks.

This hourly, part-time position is ideal for an outgoing people-person who loves the arts and values working in a pleasant, creative, mission-driven environment. This position will average 24-28 hours a week, with some seasonal variability. Saturdays (daytime) and one evening a week required, as well as occasional special events.

At CTAC, our mission is *to inspire and enrich lives through the arts*. We offer year-round visual art exhibitions, classes, lectures, and other special events. The Guest Experience Associate will share information with visitors about current and upcoming programming, CTAC memberships, and volunteer opportunities. Located in downtown Traverse City in a historic landmark building, we also serve as an unofficial information booth for visitors to the area.

While an arts background is a plus, we will provide training and resources so that you can speak knowledgeably about our artists and exhibits.

Reports to:

The Guest Experience Associate at our Traverse City location reports to the Vice President with additional oversight provided by the Visual Arts Director and Education Director.

Essential Duties and Responsibilities:

- Manages the front desk, and greets and engages visitors at the Arts Center.
- Processes transactions in-person and over the phone, including class registrations, memberships, donations, and art sales.
- Answers questions about upcoming events and classes, navigating our website, things to do in Traverse City, the history of our building, and much more.
- Prepares orders for shipping.
- Assists with inventory management and record keeping.
- Assists with administrative tasks including but not limited to: writing thank you notes, preparing mailings, creating product labels, etc.
- General upkeep and presentation of the galleries and public spaces.
- Completes tasks using our Customer Relationship Manager system (Neon), Google Docs/Drive platform, Microsoft Windows and Office, Gmail.

Conditions:

Candidates must be able to lift 50 pounds or more and have a valid driver's license.

Knowledge, Skills, and Abilities Required:

- Outstanding customer service skills.
- Ability to communicate with a diverse public with warmth and ease.
- Skills necessary to use Windows-based computers and programs to process transactions and complete administrative tasks efficiently.
- Knowledge/experience in the visual arts a plus, but not required.

Minimum Qualifications:

Applicants with a variety of backgrounds may be considered. Applicants should have experience and relevant knowledge of front desk duties, retail, customer service, and events.

Compensation: Hourly position, starting at \$15.00/hour

To apply:

Forward cover letter and resume to:

Megan Kelto, Vice President

Crooked Tree Arts Center

megankelto@crookedtree.org

For more information, visit www.crookedtree.org.

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