



**PRATT**  
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homer society of  
natural history, inc.

## **Visitor Services, Store and Communications Coordinator**

**Term:** Permanent 3/4 Time hourly position. Employment may be terminated or extended at the will of the Pratt Museum.

**Schedule:** Generally, Monday – Friday 8:00 a.m. – 5:00 p.m. As needed with weekends included.

**Wage:** \$39,000 - \$50,000

**Benefits:** As determined by Pratt Museum Personnel Policy.

**Reports to:** Museum Services Manager

**Supervises:** Front counter and store volunteers

**Employer:** The Pratt Museum will contribute to the State Unemployment fund for the employee and will provide Worker's Compensation to cover the employee in case of a work-related injury.

**Position Overview:** With the Museum Services Manager, provides excellent customer service for guests and visitors from near and far; assists the Museum Services Manager with front counter operations; store management and coordinates communication strategies to promote the museum.

## **Essential Job Functions**

### **Visitor Services Lead:**

- Serves as lead Museum Host and staffs the front of house when needed.
- Provides exceptional customer service.
- Welcomes visitor. Answers questions, director inquires to appropriate staff, share enthusiasm for Pratt Museum.
- Maintain positive and effective communication with staff, volunteers, and members
- Operates cash register Square Point of Sale system and performs daily reconciliations
- Ensure that staff and volunteers are trained to understand and follow proper front of house procedure and are regularly briefed on current exhibits and educational programming.





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- Answer and refer phone calls to appropriate person;
- Replies to museum info email account;

### **Museum Store Support**

- Assist with daily operations of the museum store.
- Perform duties of salesclerk as needed.
- Uses Square POS for inventory and all transactions, including balances, entering sales receipts and vendor files.
- Work closely with the Museum Services Manager to ensure accuracy of cash inflows and outflows.
- Assist with product development that aligns with the mission of the organization.
- Assist with purchase of products, fixtures, and supplies for store use.
- Conceptualize, create, and produce promotional materials.
- Assist with inventory records and vendor files.
- Assist with museum website store.
- Assist processing, packaging, and delivery of all internet and telephone sales.

### **Coordinates communication, marketing and public relations**

- Plan, manage and oversee communication strategies that broaden deepen and diversify the Museum's presence not only in Homer, but the region, the state and nationally.
- Utilizing the Museum's website, social platforms, local print, radio and partner organizations to communicate our program of work.
- With the Museum leadership team, conceptualize creative content for collateral materials.
- Ensure consistency and continuity of communication that reach both internal and external stakeholders.

**Education:** Bachelor Degree in Business or similar field.

**Substitutions-** The following combination of education and experience may substitute for the required Bachelor Degree:

- High School degree with 3 years' experience in visitor services, office/retail management, and communication strategies, through social media, print, website and e news distribution.

### **Job Requirements:**

- Excellent Customer Service skills.





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- Excellent verbal and written communication skills.
- High degree of organizational skills and the ability to handle multiple projects in various stages of development.
- Demonstrated ability to proactively prioritize and manage time, juggle multiple duties and tasks, and meet deadlines.
- Must be knowledgeable in Microsoft Suite; Google Workspace; QuickBooks Online; Square for Retail, Word Press, CANVA and Mailchimp.
- Sufficient flexibility.



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