



Salisbury House Foundation is in search of a **Guest Experience and Volunteer Coordinator**

This position is charged with providing the highest level of customer service to ensure all visitors, guests, and vendors have a safe, informative, and high-quality experience when visiting or interacting with the Salisbury House.

Primary job duties:

Provide a high level of customer experience to callers, guests, visitors, vendors, volunteers, and staff as they interact with the guest services desk.

Provide administrative support to the Foundation staff as needed, completing and generating reports and taking on special projects and assignments.

Greet visitors on site and answer phone calls and emails. Must demonstrate a professional, friendly, helpful demeanor with all visitors, guests, vendors, volunteers, and staff whether in person or over the phone.

Accurately process sales for admissions, memberships, donations, ticket sales and gift shop sales. Maintaining a high level of accuracy when handling cash and credit cards and operating the point-of-sale system.

Demonstrate knowledge of Salisbury House and the Weeks family to provide guests with accurate, educational, and informative information.

Provides oversight, manages schedule, communicates, and coordinates with all volunteers in conjunction with individual department managers.

Who we are looking for:

The perfect candidate will be customer focused, providing a high-level experience to anyone who calls or visits Salisbury House.

Candidate must have strong written and verbal communication skills, be articulate and able to collaborate and work with diverse groups of people.

Candidate must have strong computer knowledge and skills in a variety of programs and point of sale systems.

Must demonstrate decorum and professional behavior at all times when working with the public, clients, vendors, volunteers, and coworkers, and must be able to use discretion when handling confidential information.

Candidate must possess the following qualities: Flexibility, responsiveness, willing to adapt and do what it takes to get the job done, exceptional organizational and time management skills, ability to effectively multi-task and be detail oriented. Ability to collaborate and work with diverse groups of people.

The ideal candidate will have experience working with the public, volunteers, giving tours and/or providing education.

Who we are:

Visit us at salisburyhouse.org to learn more about us and to see our schedule of events.

This is a full-time, non-exempt position.

Benefits package includes:

- Health, dental, and vision insurance
- Short term, long-term insurance, and life insurance
- 403b retirement plan with match
- Generous vacation and sick time package
- Eight (8) paid holidays
- Family bereavement leave

This position works Wednesday – Sunday, requires the ability to be flexible with schedule to work events when the museum is closed during these days; work hours are defined by the Executive Director.

To apply for this position, submit your cover letter and resume to: contactus@salisburyhouse.org.