

Guest Services Coordinator

The Guest Services Coordinator is an important part of Buffalo Niagara Heritage Village's (BNHV) operations. This person serves as the main point of contact for visitors, volunteers, and guilds to the museum, and ensures the Guest Services Department functions smoothly.

The successful candidate will be able to work independently and shift quickly between projects. They must be highly organized, with excellent communication skills, and have familiarity with retail operations. This position reports to the Director of Operations.

Key Duties

- Manage daily front desk operations, including admissions, visitor orientation, membership sales, and Museum Store transactions.
- Handle all visitor inquiries, including phone and email.
- Serve as first point of contact for on-site rentals, guilds, and other groups.
- With Director of Operations, process incoming mail for memberships and donations and assist with bulk mailings.
- Assist Marketing Team with social media and other marketing tasks.
- Other duties as assigned.

Hours and Schedule

Full Time, 35 hours/week. The person in this position will be on-site during all regularly scheduled open hours. Additional hours for special events, programs, and rentals required.

Qualifications

- Associate's degree required. Bachelor's degree in history, museum studies, education, communications, or related area of study preferred.
- 3 – 5 years customer service in cultural institutions, retail, or equivalent.
- Knowledgeable of basic cash handling, retail, accounting, and reporting procedures.
- Strong organizational, time, and office management skills.
- Comfortable interacting with the public via email, phone, or in-person interactions.

To Apply

Send resume and cover letter to dreynolds@bnhv.org by December 1st. Applications also accepted by mail to 3755 Tonawanda Creek Road, Attn: Deirdre Reynolds, Amherst, NY 14228. Please, no phone calls.