

Gammelgården Museum of Scandia
Programming Coordinator/Greeter-Receptionist Job Description

INTRODUCTION

The Programming Coordinator is responsible for coordinating and overseeing the public programs, field trips, and events for Gammelgården Museum. Because of the variety and nature of the duties performed by this position, the employee must be available for weekend work.

A Greeter-Receptionist is the first person museum guests see when they enter the building. Having a pleasant smile and providing information to visitors helps ensure that each guest feels welcomed and engaged with the museum.

ACCOUNTABILITY

The Gammelgården Museum Programming Coordinator/Greeter-Receptionist reports directly to the Gammelgården Museum Director. This position works in partnership with the Volunteer Coordinator/Greeter-Receptionist.

RESPONSIBILITIES

The Gammelgården Museum Programming Coordinator/Greeter-Receptionist has two parts to the position: the Programming Coordinator and the Greeter-Receptionist. Both are equally vital to the success of the museum. On a typical work day, 50% of the day is spent as the Greeter-Receptionist and 50% of the day is spent as the Programming Coordinator. On days when there is a class, workshop, field trip, or other program, priority is given to those activities, and the Volunteer Coordinator/Greeter-Receptionist will handle the Greeter-Receptionist duties.

As the Programming Coordinator, the individual in this role shall oversee the programs of Gammelgården Museum. This is to include, but is not limited to:

1. Communicate with artists, instructors, presenters, and/or performers to determine availability, topic, date and time for classes, workshops, and programs, lesson plans, and tentative supply lists.
2. Answer inquiries from the public regarding classes, workshops, events, field trips, and tours. Also, deal with any complaints from the public with tact and professionalism.
3. Develop written program description text.
4. Document programs (write descriptions, photograph activities in progress, prepare displays of workshop artwork and projects).
5. Develop post-field trip and/or tour educational materials.
6. Serve as a contact and spokesperson for the artists and other people involved in classes and workshops.
7. Teach classes/workshops as needed.
8. Collect workshop fees, record receipts of monies, make necessary adjustments, and mail confirmation letters (as needed).
9. Assist class/workshop instructors in setting up for their programs, check-in participants, and clean up after activities.
10. Develop appropriate program topics and hands-on activities to support the museum's exhibitions.
11. Develop appropriate display boards and hands-on educational activities to support the youth camp program.

12. Schedule workshop dates and work with the Marketing/PR Director to upload the information on the website and create Facebook event listings.
13. Coordinate the registration of children, groups, and families for camps, classes, and workshops. This includes ensuring that all health and contact information is completed for each youth camper.
14. Monitors workshop attendance and finances on Eventbrite.
15. Provides Eventbrite reports to the accountant and treasurer.
16. Prepares and monitors individual workshop and overall programming budgets.
17. Evaluates classes and workshops for effectiveness, participants' reactions to the activities, and consider repeating them at a future date.
18. Oversees volunteers who are assisting with classes, workshops, and other program activities.
19. Work with the Volunteer Coordinator to identify volunteers needed for programs and events.
20. Work with the Director and Staff to plan and schedule activities during major events:
 - i. Vinterfest (last Saturday in January)
 - ii. Opening Weekend (1st Saturday in May)
 - iii. Midsommardagen (4th Saturday in June)
 - iv. Spelmansstamman (3rd Saturday in August)
 - v. Luciadagen (2nd Sunday in December)
21. Work together with the Director, Staff, and Board to promote Gammelgården Museum of Scandia as a point of destination and choice for 5,000+ guests each year.
22. Work with the Marketing/PR Director to prepare articles about upcoming programs for the Kul News, social media, and other PR as needed.
23. Attend Gammelgården Museum Board meetings (4 per year); and prepare and present written reports.
24. Represent Gammelgården Museum, as appointed by the Director, at the meetings of the History Network of Washington Country (3-4 times a year) and other professional groups. This responsibility is shared with the Marketing/PR Manager and other staff.
25. Attend other professional meetings about museum programming as appropriate.
26. Develop other ways to foster friendship and a sense of common purpose with the programming volunteers and recognize their efforts.

As the Greeter-Receptionist, the individual in this role will provide high-quality customer service to visiting guests, volunteers, vendors, and staff. The person filling this role will be first impression visitors have of Gammelgården. It is expected that this person is courteous, professional, timely with customers and does so in a welcoming, efficient manner by:

1. Greeting and tracking the number of visitors to the museum.
2. Answering phone calls and internal emails.
3. Performing other administrative duties as assigned.

This position also provides service excellence to staff, who rely on the front desk to notify them of visitors' arrival and to answer visitors' questions. This position provides basic assistance and information related to various museum programs and resources.

Other duties (to be shared with the Volunteer Coordinator/Greeter-Receptionist):

1. Provide administrative support to the Museum Director and Gift Shop Director as needed.
2. Schedule Board meetings.
3. Maintain a list of Board members and Advokats with phone numbers, email addresses, terms, bios, and committee assignments.
4. Keep up the museum's corporate book (e.g., board meeting minutes, latest bylaws, policies).
5. Set up staff meetings and email dates to staff.
6. Maintain and stock office supplies.
7. Oversee the cleanliness and orderly presentation of the lobby area and reception desk.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included do not exclude them from the position if the work is similar, related, or a logical assignment to the position.

MINIMUM QUALIFICATIONS

- Strong customer service practices and principles to represent Gammelgården in a courteous, friendly, helpful, and professional manner in person and over the phone.
- Skilled in computer software sufficient to set up events on Facebook and Eventbrite, respond to emails, and support museum staff with projects as needed (MS Word, Outlook, and Excel).
- Ability to set priorities, plan, and organize tasks.
- Ability to multi-task.
- Communication skills to quickly evaluate internal and external customer needs, and assist in answering customer and staff questions.
- Interpersonal skills and ability to tailor communication styles to the situation, and interact in a calm, thoughtful, and professional manner.
- Data entry skills sufficient to accurately enter information into Microsoft Word documents, spreadsheets, or databases.
- Ability to communicate in English sufficient to provide guidance and support to customers and staff.
- Ability to work successfully as a member of a team.
- Ability to monitor and adhere to building security requirements.

HELPFUL CHARACTERISTICS AND ATTITUDES

- Love of Gammelgården Museum and its mission to "Preserve, present and promote Swedish immigrant heritage."
- Understanding that Gammelgården Museum is known internationally and nationally as a point of destination for tourists of all ages.
- Understanding that annual events are intended to be true to the Swedish culture for the guests (e.g., food, decorations, entertainment) and are a significant means of revenue for Gammelgården Museum.
- Be alert to ways to improve Gammelgården Museum's programs, events, and facilities.
- Be recognized in the community as a person of leadership for Gammelgården Museum.
- Raise awareness of Gammelgården Museum in the community and beyond.
- Complement other Swedish heritage groups rather than compete with them and their mission and programs.

HOURS

The work week is 27 hours: 10-4 Wednesday through Saturdays, and 1-4 on Sundays from May-December, with limited hours during January-April, with about half being done at the museum (as the Greeter-Receptionist for periodic events and classes) and the other half remotely (to plan and create learning materials for classes, workshops, and events; handle registrations; etc.).

COMPENSATION

The salary of \$13,400 is paid over 12 months.

The Social Security employers portion is paid by Gammelgården Museum.

No health or retirement benefits are available.