

Job Description

Job Title: Welcome Center Coordinator
Reports To: Retail Manager
FLSA Status: Exempt
Salary Grade:
Hiring Range:
Approved:

OVERVIEW

Sullenberger Aviation Museum (SAM), with a mission to ***inspire, educate, and elevate*** the next generation to pursue careers in STEM, aerospace, and aviation, while inviting visitors to explore the vast contributions of aviation on our lives, economy, and culture, has partnered with the Charlotte-Douglas International (CLT) Airport to develop a new museum to open in the Summer of 2024.

SAM is looking for an enthusiastic, hardworking individual to join the museum as the Welcome Center Coordinator at this exciting time of growth and opportunity. SAM seeks to hire a Coordinator passionate about hospitality, customer service, and creating memorable experiences for visitors to the Museum. Successful candidates will have proven success in customer service.

The full-time Welcome Center Coordinator will work alongside Museum staff and volunteers as the welcoming initial point of contact for all museum guests, visitors, and clients. This individual should exemplify museum values, excellent customer service, and world-class hospitality to each person that visits the Museum. This position also acts as the person-in-charge (keyed employee) during weekend operations and coordinates all staff members also assists with volunteer coordination.

Responsibilities

- Prioritizes customer service, hospitality, and the visitor experience over all other tasks.
- Responsible for understanding all Museum policies, procedures, and security protocols, and maintaining a readily available list of critical contacts in the event of an emergency, accident, or incident with injury.
- Provides leadership support and displays accurate product/collection knowledge.

- Provides an amazing Welcome Center experience that will encourage guests to stay longer, considers upleveling to an annual membership, and returns.
- Maintains the sales floor to ensure all areas are safe, clean, and visually aesthetic.
- Performs opening and closing of the registers through established procedures and reports any discrepancies to the Retail Manager.
- Conducts ticketing sales, retail sales and membership sign ups through use of POS systems via cash and credit card transactions and uses product knowledge to drive sales.
- Supports the maintenance and organization of the stock room.
- Receives, confirms, and organizes new shipments as needed.
- Supports in store restock, merchandise display and inventory counts.
- Becomes knowledgeable about the museum, its history, exhibits, programs, and special events and communicates this information as needed.
- Performs other related duties as assigned.

Qualifications

- Minimum of 3 years' experience in guest services, retail sales, and/or customer services.
- Demonstrated commitment to providing outstanding customer service in a fast-paced, goal-oriented, and collaborative team environment.
- Excellent telephone, written and interpersonal communication skills.
- Computer proficient; ability to use standard office equipment and perform multiple general functions.
- Ability to work a flexible schedule including evenings, weekends, and holiday hours as needed.
- Punctual and reliable, neat, and accurate in work habits; self-starter with attention to detail.
- Physically able to bend, stand and/or walk for extended periods and be able to lift up to 30 pounds.
- Positive, upbeat, and passionate about what we do at the museum.

Send Resume to HR@sullenbergeraviation.org