Welcome Desk Attendant

Duwamish Longhouse & Cultural Center (DTS)

Reports to Director and is overseen by the Duwamish Tribal Services Board President

Located at 4705 West Marginal Way SW, Seattle, WA 98106

Guidelines Duties guided by By-laws, DTS Personnel Policies

Work week: Tuesday to Saturday, 9 am to 5 pm. May work occasional Sundays and evenings to support special events and venue rentals as needed.

Hours & Wage 40 hours/week (0.8 FTE): $23.00 Per Hour

Paid sick leave: 1.0 per one week worked

Overview Responsible for the prompt, efficient and courteous greeting and service of Longhouse visitors, guests and callers, collecting monies, cashiering, monitoring the gift shop and other public areas and supporting marketing of events and facility rental.

Duties and Responsibilities

1. Understand and know how to answer to commonly asked questions about the Duwamish Tribe history, rentals & Tour programs and be able to engage and explain our heritage exhibit space, VR experience, longhouse project history.

2. Always convey the perception of being “present”, helpful and attentive at the front desk for cashiering and to ensure giftshop and museum space security.

3. Front Desk - Greet visitors by acknowledging them, engage in conversation, offering them a beverage, and ask them to sign into the guest book.

4. Manage Visitor Online Kiosk with updated tours, rentals and events for capturing accurate and timely visitor analytics for annual reporting of Public Benefit. The kiosk platform should be regularly updated and maintained to includes all walk-ins, scheduled, unscheduled tours, and public events, or rentals attendees. Process Kiosk reports as requested. Follow Covid 19 Restriction protocols for limited occupancy to the Center.

5. Keep all front desk signage such as the up-coming events, Event flyers, Brochures, petition sheets, real rent info, and human resource materials current and copied for public distribution.

6. Make sure that the inventory storage area is organized by product Regularly update Front Desk Procedures Book for accuracy for vendor logins, purchasing contacts, and other information necessary to accurately perform the duties of the job.

7. Telephones: Answer the phones promptly. Ensure courteous and helpful telephone etiquette. Engage with caller about the nature of their call to accurately direct or forward calls to the appropriate person. Check system messages and forward calls to appropriate party. Manage accurate and updated information on auto-attendant for current events, staff changes, and facility closures.

8. Answer and forward multiple email accounts according to internal protocol.

9. Keep Master list updated for import to 3rd Party platforms.

10. Receives and distributes incoming mail. Signs for mail or packages.
11. Gift Shop - Function of this position is to be able to accurately cashier for the Gift Shop following internal process and procedures.

12. Restock gift shop items and clean gift shop displays daily, Purchasing - Reorder inventory following internal purchasing protocols. Accurately enter new product into Clover by scanning SKU inventory numbers. Updating the product numbers, costs, and number of items inventory accurately. Make sure that the retail price on the item is accurately posted in Clover as well as on the item on display. Make sure that the inventory storage area is organized by product.

13. Ensure front desk and restrooms are clear of clutter and are clean at all times. Make sure all areas of the giftshop, museum and gallery floor are sweep, rugs are vacuumed, cases and shelving are wiped down and free from dust and fingerprints. Make sure that the bathroom toilet paper is stocked at all times, that there are hand towels, soap, garbage taken out, bathroom counter tops wiped down, and floors are swept.

14. LH Events: Assist and support all LH Events, programs, and fundraisers, such as the annual Gala Event with Sponsorship, Art Procurement, event planning, Mailings, Cashiering and attendance.

15. Maintain schedule of events, rentals, tours on the DTS shared calendar.

16. Handle public inquiries and scheduling of rentals, tours and LH events including agreements, deposits, proper invoicing. Working in collaboration with accounting to process payments, create bills, and collect rental deposits and cultural tour fees.

17. Additional Duties as assigned based on the needs of the organization.

**Qualifications and Skills**

2+ years of front office/reception, digital advertising and retail experience. Excellent communication skills (written and verbal) and administrative skills. Writing and proofing skills. Excellent computer knowledge of PC environments with proficiency in Microsoft Word, Excel and PowerPoint. Ability to work independently and complete assigned tasks within approved time frame. Organized, dependable and detail-oriented with a cooperative spirit. Quick learner and efficient. A strong interest in digital advertising. This position is multifaceted. Provides opportunity to be hands-on with all aspects of digital marketing including social media management. This

**Tribal history:** Working knowledge of the history of the Duwamish Indian Tribe and other local tribes. The work consists of broad range of multifaceted activities and interactions with Duwamish Members, paid staff, DTS Board, visitors and guests, general public, contractors, donors/supporters and volunteers.

**Physical:** Requires some physical exertion such as long periods of standing, walking, reaching and lifting of moderately-heavy items and boxes. Must be able to lift and carry 30 pounds.

**Work environment:** Work is generally performed inside and outside the Longhouse. Transportation: Car Required. There is no public transportation to this location.

_________________________________________ Date: _____________________________

Employee

_________________________________________

Supervisor