

# WING LUKE MUSEUM

## **NOTICE: June 2022 Position Opening: MUSEUM SERVICES LEAD**

The Wing Luke Museum of the Asian Pacific American Experience is seeking a motivated and enthusiastic individual to work as a part-time Museum Services Lead. Qualified candidates possess excellent communication, customer service and sales skills and an interest in the rich history of the Asian American and Native-Hawaiian/Pacific Islander communities in the Pacific Northwest and Seattle's Chinatown-International District. Prior museum experience not required, but candidate must have exceptional customer service experience and genuine compassion and care for the public to provide a welcoming smile and warmth to visiting patrons.

Scheduled hours are part-time up to 29 hours. We are looking specifically for at least but not limited to **Sunday and Wednesday, with on-call Friday. Mandatory occasional event hours begin as early as 7:00AM and/or ending as late as 12:00 midnight. Also includes mandatory weekends and holiday hours. Shifts are scheduled in 8hrs and 11hrs stints. We will not be considering schedules that do not meet this minimum requirement. Required work dates in 2022: July 8-9, July 28, Sept 17, and Dec 3. Vacations are not provided on required work dates or during Dec 3 - Jan 5. This position requires a minimum 6-month commitment.**

To apply please submit a cover letter and resume to the Manager of Museum Services, Heather Chan, via email at [hchan@wingluke.org](mailto:hchan@wingluke.org) with "Museum Services Lead" in the subject line. You may also submit a hard copy to the Wing Luke Museum 719 S King St., Seattle, WA 98104. For our current operating hours, please visit [www.wingluke.org/visit](http://www.wingluke.org/visit). Hire start date is July 2022. Positions open until filled.

### **JOB DESCRIPTION**

The Museum Services (MS) team cultivates museum ambassadors and relationships as well as creates educational experiences by facilitating visitors' experiences, processing admission and merchandise purchases, informing guests about membership, exhibit, tour and program opportunities, answering questions and calls, and ensuring public and art/artifacts' security. This department is comprised of four (4) earned revenue areas including Visitor Services, Marketplace retail, private event venue program, and museum membership program.

### **Duties**

- Personalize visitor experiences with knowledge of all current exhibits, events, programs & tours
- Procure museum relationships (via upsell of) membership sales, new, renew, upgrades
- Proficient in use of Altru point of sales system: balancing tills, processing transactions, affiliate discounts, payments, membership/patron profiles & contact data, event registration
- Delegate phone communications properly and independently with administrative staff
- Assist with Space at The Wing events and facility use, including set-up/breakdown, event staffing, etc. Must be able to lift objects weighing up to 35 lbs.
- Maintain presentable facility, upkeep of the lobby, exhibits, bathrooms, and more
- Training: Safety & Security, Membership, Anti-Oppression, Race & Relations, Accessibility
- Merchandising, inventory upkeep, data collection (daily sales, neighborhood concierge, etc.)
- Online order fulfillment & shipping
- Marketplace Social Media marketing: content creation, photos, community partner, messaging
- Other duties as assigned