

# WING LUKE MUSEUM

## Position Announcement

**Wing Luke Museum (WLM) Mission:** We connect everyone to the dynamic history, cultures, and art of Asian Americans, Native Hawaiians, and Pacific Islanders through vivid storytelling and inspiring experiences to advance racial and social equity.

**WLM Vision:** At the WLM, we believe in Arts + Culture as Apothecary (ACA), defined as *a culturally rooted art and creative expression contributing to comprehensive wellness, from individual to community*. We also trust that an employee's well-being, intersectionality, interculturality, and "enoughness" are central to their success in their work and their lives.

**Position Title:** Visitor Services and Events Assistant Manager

**Reports to:** Director of Museum Services

**Rate of Pay:** \$23.59 - \$33.02 an hr., DOE

**Schedule:** Full-Time; Tuesday – Saturday. Shifts are determined by the Director of Museum Services and fluctuate based on the Museum's event needs.

- On-Call for Sundays and Mondays as needed
- Early morning and evening events, weekends, and holidays as necessary
- Hours are scheduled in 5hr, 8hr, and 11 hours shifts

**Benefits:** WLM offers a comprehensive package to full-time staff, including medical, dental, vision, and life insurance at no additional cost, 403(b), 12 holidays, and PTO (paid vacation and sick leave). Staff enjoy museum membership and discounts at the Marketplace and programs.

### Position Summary:

The Visitor Services and Events Assistant Manager manages the Facility Use program and Front of the House (FOH) operations. In addition, this position works with their peer supervisor, the Marketplace Assistant Manager, to complete Museum Services functions. The position, along with the Marketplace Assistant Manager, supervises the daily activities of the Museum Services team (referred to as staff) and works with the staff to develop goals to assist with employee development. The Visitor Services and Events Assistant Manager is part of the Museum Services Team and is a member of the Operations Department.

### Key Responsibilities:

- Assist the Director of Museum Services in organizing and implementing museum strategies by coordinating operations at the FOH. This position will ensure that the customer is best served by monitoring the Museum Services (MS) Leads schedules, and ensuring appropriate tools are available to assist MS Leads with providing quality visitor care.
- Coordinate staff and communicate daily activities to the staff and monitor electronic communication channels.
- Conduct regularly scheduled Morning Meetings and weekly operations meetings to inform MS Leads and Education Guides regarding scheduled daily activities.
- Ensure that proper staff coverage is maintained throughout the day.
- Provide ongoing training to staff
  - FOH procedures
  - Communicate procedural updates to the appropriate personnel
  - Maintain training essentials such as security fundamentals including First Aid/CPR, Safety, and Security.
- Prepare the museum for opening & closing and notify appropriate staff of updates/issues. Ensure cleanliness of public spaces.

- Working with the Director of Museum Services, this position is responsible for the Facility Use program, answering client inquiries, and maintaining the scheduling calendar.
  - Manage events by determining client needs and scheduling appropriate staff. Create client contracts including space layout requirements. Recommend other museum services to enhance the guest experience.
  - During events, ensure proper set-up and breakdown, and delegate tasks to event staff.
  - Responsible for gathering client feedback, evaluating, and determining program improvements.
  - Apply payments in Altru for Facility Use events.
  - Maintain the preferred caterer list and work with the caterers to make sure that the guests' requirements are met.
- Sort mail and enter check payment info into the Check Log Database.
- Complete projects as assigned by the Director and delegation to MS Leads.
- Be an enthusiastic WLM ambassador!
- Other duties as assigned.

**Qualifications:**

- Two years of experience in customer service, event management, retail, concierge, hospitality, or equivalent with one year of supervising experience.
- Exceptional skills for helping and assisting others and genuine care in working with the public.
- Strong organizational and project management skills with accountability of project schedules from start to finish. This includes excellent attention to detail and strong proficiency with MS Office, various computer software programs, and other online, cloud-based project management and collaboration tools.
- Must be dependable, responsible, punctual, and have self-initiative.
- Work well independently, in a professional team setting, and with strong verbal communication, and public speaking skills.
- Ability to understand problems, think critically, and identify creative solutions.
- Have a flexible schedule.
- Friendly, enthusiastic team player who enjoys working with a diverse group of staff and visitors.
- Bilingual and multilingual skills valued.

**To Apply (*no phone calls, please*):**

Please e-mail letter of interest and resume to: [jobs@wingluke.org](mailto:jobs@wingluke.org)

**Museum Overview:**

As a National Park Service Affiliated Area and the first Smithsonian affiliate in the Pacific Northwest, the Wing Luke Museum offers an authentic and unique perspective on the American story. Nationally recognized for our work in creating dynamic, community-driven exhibitions and programs, we put our community at the heart of each exhibition we create. The stories you see and hear within our walls are their authentic experiences and perspectives. From the struggles of early Asian pioneers to accomplished works by national Asian American, Native Hawaiian, and Pacific Islander (AANHPI) artists, their contributions give us a look at what it means to be uniquely American. Our 60,000 square foot facilities offer three floors to tell our communities' stories, with contemporary galleries showcasing both temporary and permanent exhibitions as well as preserved historic spaces accessible only through our daily guided tours. Beyond our walls, we tell the story of our neighborhood, Seattle's Chinatown-International District, and activate and steward multiple sites throughout the area. While economically challenged, it is a historically and culturally vibrant area, and we see ourselves as a neighborhood concierge and an economic anchor for nearby small businesses. From restaurants to statues that you might not otherwise notice, there are layers of history and significance that are waiting to be uncovered. Wing Luke Museum offers guided neighborhood tours and events that will encourage you to discover stories and tastes both on and off the beaten path. For more information, please visit [www.wingluke.org](http://www.wingluke.org).

**The Wing Luke Museum is a 501c3 organization. We are committed to diversity, equity, inclusion, accessibility, racial and social justice. BIPOC candidates are encouraged to apply.**