

Front Desk Associate

Part Time (20 hours/week) Non-exempt
Reports to: Visitors Services Coordinator

Passionate about the arts? Looking for a new challenge and the opportunity to make a difference in your community? We're looking for creative, motivated people like you!

Over the past 20 years, Pittsburgh Glass Center (PGC) has grown to be one of the premiere glass facilities in the U.S, a vibrant contributor to Pittsburgh's thriving cultural landscape, and an integral member of the East End neighborhood.

This position acts as an Front Desk Associate for the Visitor Services Team. They are the point person for reception and visitor services, and welcome and greet the general public at the front desk. The Front Desk Associate (FDA) will be responsible for engaging with people who come to PGC as first-time visitors, as well as directing new students to classes in the building, and will be approachable, present, and available while at the desk.

The FDA will work closely with all PGC staff, but especially with their counterparts on the Visitor Services Team. The Visitor Services Team includes the Front Desk Associates, Administrative Assistants, Visitor Services Coordinator, Marketing Director, and other studio, sales, and programming staff. Like all PGC staff members, the FDA will be flexible and have a positive and helpful attitude. Our priority is working together to ensure all PGC patrons receive a great experience.

The Front Desk Associate:

- Provides professional, efficient, and approachable support and excellent customer service to visitors and staff alike
- Answers the telephone, voicemails, and incoming customer service emails and fields inquiries to appropriate staff members
- Performs general administrative tasks, such as maintaining the studio calendar, tracking rental payments and scholarships, and data entry
- Will become proficient at PGC's online registration system through the PGC website. While stationed at the desk, the FDA will also process payments for classes, workshops, tours, glass sales, etc. as needed.
- Delivers excellent customer service and support to retail guests. Maintains up-to-date knowledge of shop offerings, including how glass items are made, and artist features.
- Ensures the retail shop and lobby areas are well-stocked, tidy, and organized.
- Acts as point person for events, which require three to four Friday or Saturday evenings per month.

Essential Duties and Responsibilities

- Opens the lobby and gallery exhibition to ready the spaces for visitors
- Attracts potential customers by answering questions about PGC both in person, over the phone, and via email
- Assists with general office tasks, such as keeping workshop item pickup area organized

- Assists with event-related tasks such as helping to set up tables and put out food, clean up post event including loading and unloading dishwasher and keeping refrigerator tidy
- Creates and maintains customer accounts and records via online registration system
- Greets and welcomes students, checks them in for their classes and workshops and connects them with their instructors or tour guides
- Processes payments for PGC products and services, as well as end of day reports and other data entry
- Performs other work as required

Knowledge, Skills and Abilities

Top organizational, time management and interpersonal skills are required to operate at a fast pace and handle frequent interruptions. The FDA must be flexible, able to multitask and handle special requests as they arrive. Knowledge of Office 365 and Google Drive, including use of spreadsheets and general database/CRM experience are helpful, and training is available. Patience, a cheerful disposition, accuracy and attention to detail, and excellent customer relations are necessary to succeed in this position.

Education/Experience Requirements

Experience with customer service and conflict resolution a plus. Ability to work collaboratively with multiple team members who share the role, and communicate effectively.

Not sure you meet all our expectations? Don't think of this job description as a mandatory, comprehensive list. If you believe that you could excel in this role, we encourage you to apply. Whether you're new to arts and culture administration, returning to work after a gap in employment, or simply looking to transition, we would love to hear from you. Use your cover letter to tell us about your interest in the arts and what you could bring to this role.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be used to enable individuals with disabilities to perform the essential functions. The work environment characteristics are representative of those an employee encounters in an office environment.

Salary & Benefits

This is a regular, part-time, 20 hour per week position. Salary is \$17/hour. Additional benefits include paid vacation, sick time, and complimentary classes at PGC. PGC also contributes to an employer matched Simple IRA for employees after they've been on staff for one year. This position is non-exempt. This means that it is eligible for overtime, which is paid 1.5 times the regular hourly rate. However, we do not expect employees to work more than 20 hours each week.

Diversity Statement

PGC is an Equal Opportunity Employer and are dedicated to the goal of building a culturally diverse staff that is committed to teaching and working in a multicultural environment. PGC does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, scholarship programs, and other PGC administered programs and activities. All of our employee's points of view are key to our success, and inclusion is everyone's responsibility.

GLASS IS LIFE!

Join our community at
Pittsburgh Glass Center



To Apply

Applicants should submit a resume, and a cover letter/introductory email that explains their experience in relation to the work, responsibilities, and qualifications listed here.

All inquiries and resumes should be sent via email to jobsearch@pittsburghglasscenter.org with "Front Desk Associate" in the subject line and applications will be reviewed until the position is filled.

We **teach** it. We **create** it. We **promote** it. We **support** those who make it.