

Visitor Services Coordinator (VSC)

Full-Time

Reports to: Registrar and Retail Manager

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.

The VSC plays a central role in connecting visitors to experience everything PGC has to offer. This visitor-facing role requires strong interpersonal communication skills. The VSC is responsible for supervising and training the VS team, coordinating day-to-day operations, supporting excellent customer service standards, and working collaboratively across departments to ensure a smooth and welcoming environment for all visitors.

The Visitor Services Coordinator:

- Sets the tone for warm, welcoming, knowledgeable and enthusiastic customer service.
- Reports to **Retail Manager** and **Registrar**. With the support of this supervisory team, the Visitor Services Coordinator maintains high standards for customer service and delivers ongoing training to VS Staff to enhance visitor relationships, engage future participants, and develop sales techniques.
- Follows through in daily administrative tasks to link visitors with PGC offerings through class registration, policies, and accessibility requests.
- Maintains strong awareness of all scheduled public and private activities, classes, and events and anticipates VS team scheduling needs by staying well-versed in the calendar and planning ahead.
- Models professional, direct email communication and provides guidance to VS staff on communication best practices.
- Acts as liaison between **Directors, Studio Heads, Managers, other Coordinators, and VS staff** to develop and implement policies, customer service standards, and operational best practices.

Essential Duties and Responsibilities

- Oversees all on-site customer service functions (in-person visits, phone, email/website) and maintains high standards of prompt, kind, and clear communication.
- Supervises and trains members of the VS team (full and part time Admin Assistants), providing clear expectations and accountability. As coordinator of this team, ensures timely, high-quality execution of tasks (communication, registration, retail, shipping), while tracking progress, and ensuring timely follow-through.
- Creates and manages front desk coverage schedules, including last-minute replacements, events, seasonal demands, and PTO requests.
- Actively participates in daily front desk coverage. Maintains at least half of scheduled hours in a visitor-facing role, including availability on evenings & weekends (20 hrs/week).
- Initiates check-ins with key departments (Programming, Marketing, Registrar, Studio, Retail, etc.) to align expectations, share updates, and problem-solve collaboratively.
- Delegates all aspects of the outgoing & incoming mail process, including but not limited to workshop item shipping (paperwork, invoice, labeling, and coordinating pickups).
- Other administrative duties as requested by staff.

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Knowledge, Skills and Abilities

Top organizational, time management and interpersonal skills are required to operate at a fast pace and handle frequent interruptions. The VSC must be reliable, flexible, able to multitask and handle special requests as they arrive, and impart these skills to their team. Experience with scheduling and managing a team, while modeling engaging & warm customer service, is a must. Excellent written and verbal communication is key for coordinating with internal staff and interfacing with external visitors. Knowledge of Office 365, and Google Drive, including use of spreadsheets and general database/CRM experience are helpful, though training in this skill set 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

- 1+ year Supervisory experience in a retail, front-of-house service or front desk environment
- 2+ years overall experience in a visitor-facing role
- HS Diploma or GED

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.

Other Requirements

Flexibility to work evenings and weekends as needed.

Physical Demands

The physical demands described below are essential functions of this position. 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 a retail environment, which occasionally holds high levels of noise and customer traffic.

- Frequently moves glass items and/or packages weighing up to 50 pounds for various needs – Carts are available to facilitate item transport.
- Occasionally ascends and descends a ladder to retrieve and put away items such as glass art pieces, gallery boxes, and shipping materials. Most items are less than 5 pounds but may weigh as much as 25 pounds.
- Traverses the building on concrete floors.
- Communicates information and ideas so others will understand via email, phone, and in-person.
- Frequently utilizes technology including a desktop computer, iPad, and barcode scanner.
- Must be able to remain in a stationary position 50% of the time.

Salary & Benefits

This is a salaried full-time position. Salary is \$36,000. Additional benefits include health, dental, and vision insurance, 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.

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Diversity Statement

PGC is an Equal Opportunity Employer and is 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 employees' points of view are key to our success, and inclusion is everyone's responsibility.

Reasonable Accommodations

Pittsburgh Glass Center is committed to accessibility, diversity, equity, and inclusion in all aspects of the hiring process. If you have a disability and would like to request a reasonable accommodation, or have feedback for how Pittsburgh Glass Center can make our hiring process more accessible for neurodivergent people, people with disabilities, and diverse communities, please contact Director of Equity and Belonging Rachel Hopkins (RHHopkins@pittsburghglasscenter.org).

To Apply

Required Materials:

- Resume
- Cover letter or introductory email explaining your interest in this position at Pittsburgh Glass Center

All inquiries and resumes should be sent via email to jobsearch@pittsburghglasscenter.org with "Visitor Services Coordinator Application" in the subject line, and applications will be reviewed until the position is filled.

The desired start date is mid-October 2025, but we will be flexible for the right candidate.

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code to explore
opportunities
at PGC now



Pittsburgh is the perfect place to live, work, and create.

There are so many reasons why:

- **Pittsburgh Glass Center, a state-of-the-art public access glass art facility**
- **Vibrant, growing, and diverse glass community**
- **Opportunities to work in glass**
 - **Residency, exhibition, and retail opportunities**
 - **Affordable and fun city living**

State-of-the-art studios

Pittsburgh Glass Center (PGC) is internationally recognized as one of the United States' premier glass facilities. Artists from around the world continue to recognize PGC as one of the best facilities for glass artists at any level. They say that the equipment is top notch and the support and welcoming attitude is second to none.

PGC recently updated and doubled the size of the flame, kiln, and cold shops, added a second professional hot shop, a neon and plasma shop and fabrication lab with digital design technology such as a 3D printer, waterjet cutter, laser cutter, and CNC machinery. The studio is public access and available for anyone to rent and create.

Vibrant growing glass community

PGC opened in 2001 and has been growing ever since. Over 60 glass artists have moved to Pittsburgh to live and make their art at Pittsburgh Glass Center or in their own studios. They join our local professional and aspiring glass artists. Together they make up a vibrant community of glass artists, many of whom make a living by selling their art and use PGC as their home studio.

Living in Pittsburgh, Pennsylvania

Also known as the "The City of Bridges," Pittsburgh is a great place to live and is often recognized as one of the most livable cities in the U.S. The median price for a single-family home in the Pittsburgh area is 42.3% less than the national average, while rent is 36.5% lower—meaning that your money goes further here than in other big cities, like New York, Boston and Seattle. Pittsburgh lies within 500 miles of more than half the U.S. population and less than a 90-minute flight from half of North America's population. Driving time to Toledo is 3.5 hours, 2 hours to Cleveland, 4 hours to Detroit, 4.5 hours to DC, and 6 hours to NYC.

The City is home to over 100 museums and a thriving, collaborative arts community that includes iconic organizations like the Carnegie Museum of Art and the Andy Warhol Museum. In Pittsburgh, you can have a life you love at work and outside of it, whether that means biking to the studio, enjoying our many breweries or restaurants with award-winning chefs or relaxing on or near our three signature rivers.

Learn more about our region at www.visitpittsburgh.com and www.pittsburghregion.org/living.



Image by Christopher Klein via Pixabay

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Opportunities to work in glass

PGC has expanded to meet the increasing demand for glass art instruction and creation. Now that we have increased capacity, we need more instructors. Pittsburgh Glass Center is looking for glassmakers of all types to work as instructors and assistants.

PGC offers a variety of classes from 20-minute quick experiences to 2-hour workshops and extended classes for all skill levels from beginner to expert. We partner with local colleges, universities, and public and private schools to offer classes for credit and after school youth programming. We educate nearly 60,000 individuals annually which is why we need your expertise.



Instructors have the most hands-on interaction with the guests, helping them make each piece of art while communicating the process and facilitating a fun atmosphere. The assistants bring bits, put work in the annealers, answer questions, and, in general, help make sure the class runs smoothly. We pride ourselves on offering fair compensation for our instructors and assistants, as well as offering many training opportunities for our glassmakers.

PART TIME TEACHING ASSISTANT (TA) *This position guarantees a specific number of hours per week (typically 10) to assist in workshops and Make-It-Now events. The goal of this position is to progress to an instructor position. Training happens regularly to help with this progression. This position also receives priority scheduling in the hot shop to use compensation hours.*

PART TIME INSTRUCTOR *This position guarantees a specific number of hours per week (typically 20) to instruct and work with the public making objects in workshops and Make-It-Now events. This position receives priority scheduling in the hot shop to use compensation hours. This position starts off seasonal with the potential of becoming a year-round permanent position.*

INDEPENDENT CONTRACTOR *These teaching artists can pick and choose the events they want to work at PGC in any of the studios. This is great for people looking for extra flexibility in their schedule. PGC offers ample opportunities for this position in many roles and it can easily complement any of the other positions to create more working hours if desired. Each instructor and TA must be approved by the studio manager. PGC offers comparable pay for instructors and TAs to other glass studios around the country.*

TECH APPRENTICE *The Technical Apprenticeship (typically 32 hours/week) is an educational work opportunity designed for students who have completed their undergraduate study in glass art (or who have similar experience but have not completed a four-year degree program) and are looking to gain professional studio experience in a state-of-the-art, public-access studio. Unlimited access to all of the studios (when not in use), housing, and a living stipend are all part of the compensation package. Many of PGC's tech apprentices stay in Pittsburgh and continue to work with glass. You can also find graduates of the program at respected glass institutions around the country or running their own successful studios.*



Visit www.pittsburghglasscenter.org/careers or scan the code to learn about these work opportunities and more!