

The Bascom: A Center for the Visual Arts
323 Franklin Road Highlands, North Carolina 28741

Title: Guest and Member Services Specialist
Reports to: Executive Director
Classification: Non-Exempt, Full-Time, Salaried
Tues-Saturday 9-5

Qualifications

Excellent interpersonal and verbal communication skills in person and by phone and email. Proven skills in administrative work including customer service, organizational skills, data entry, use of point-of-sale software, QuickBooks, and registration procedures, with 1 year of prior administrative experience required. Facility with Microsoft Office Suite required; experience DonorPerfect or another CRM software preferred. Position may require work on some evenings and holidays. Must be able to move large objects and sit at a computer or stand for extended periods of time. Candidates will be required to pass a security background check before employment.

Overview

This position is responsible for ensuring a quality first impression of The Bascom, from welcoming visitors and members, providing accurate guidance and information, and attending to all matters related to creating an excellent visitor and member experience, including providing coverage in the shop during retail hours as needed. In addition, this position provides administrative support to the development area of the organization by maintaining records related to visitors, memberships, and other donor-related activities with accuracy and thoroughness.

Responsibilities

- Provide a positive guest experience, as well as administrative and retail support.
- Acquire and maintain an updated and full understanding of The Bascom's programmatic offerings to fully communicate content to students, stakeholders, and members of the community.
- Acquire a general understanding of all departments in order to direct Bascom visitors and stakeholders to the appropriate personnel.
- Collect registration fees, process and record tuition payments, process retail transactions, and reconcile with finance department.
- Assist with volunteer recruitment and volunteer database management.
- Maintain databases and spreadsheet systems related to donors, membership, and volunteers.
- Process mass mailings for membership renewals and other donor transactions.
- Record expenses and revenue in QuickBooks as directed.
- Represent The Bascom at exhibition receptions, programs, and fundraising events.
- Other duties as assigned.

Please submit resume and cover letter to:

**The Bascom, Attention: Billy Love
323 Franklin Road Highlands, NC 28741
Or to blove@thebascom.org**