



Guest Services Coordinator Job Description

Mission:

The Dairy Barn Arts Center's mission is to offer exhibitions, events, and educational programs that nurture and promote area artists and artisans, develop art appreciation among all ages, provide the community access to fine arts and crafts from outside the region and draw attention and visitors to Southeast Ohio.

Position Type: Full-time, Salaried

Reports To: Executive Director

Compensation: \$31,200 salary (plus tips during events)

Diversity Statement:

Diversity is a core value at The Dairy Barn Arts Center. We are passionate about building and sustaining an inclusive and equitable working and learning environment for all visitors, students, and staff. We believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.

Job Description:

The Guest Services Coordinator provides customer service to Dairy Barn visitors and works to create a welcoming, informative, and equitable environment. This position is responsible for facilitating group rentals and weddings, welcoming guests at the front desk, scheduling gallery volunteers, and assisting with The Dairy Barn's membership program. Duties include but are not limited to managing the bar during rentals, posting event marketing information on social media, answering customer inquiries, membership management, event venue tours, and gift shop kiosk assistance. Tasks will vary day-to-day, and basic communication, technology, editing, and organizational skills are required. This position requires evening and weekend work as needed.

Qualifications:

- **EDUCATION MIN. REQUIREMENT**
 - Bachelor's Degree in a related field or equivalent experience.
- **EXPERIENCE REQUIREMENT**
 - At least three years of experience in a professional work environment.
 - At least two years of customer service experience.
 - Experience managing special events is strongly preferred but not required.
- **SKILL REQUIREMENTS**
 - Friendly and professional demeanor when working with the public, volunteers, and fellow staff members. Strong written and oral communication skills.



- Strong attention to detail and organizational/planning skills.
 - Comfortable with technology, particularly with Excel, CRM database systems, social media, G-Suite, and basic marketing tools. This position will be required to quickly adapt to technology changes as our organization continues to grow and change.
 - Ability to set-up and clean up after events. Furniture can sometimes be heavy.
 - The ability to create an open and welcoming environment that is accessible to people of all abilities.
- **SKILLS STRONGLY PREFERRED**
 - Sales experience is preferred, as we are hoping to expand and enhance our venue rental program.
 - Ability to think outside the box. We are consistently looking for better ways to streamline, digitize, and enhance our mission. All ideas are welcome to the table, and creative thinking is always encouraged.

Primary Job Responsibilities:

- Facilitate special events and weddings from the first point of contact until the completion of the event. This includes venue tours, scheduling, contract writing, scheduling and managing bartenders, setting up, on-site coordination, and clean-up.
- Assist in the marketing strategies for all Dairy Barn events and rentals. This includes social media posts, emails through Constant Contact, webpage updates, and various other marketing strategies.
- Work with the Executive Director to maintain accurate membership and donation records in our CRM system, Little Green Light.
- Coordinate gallery volunteers and fill in hours at our welcome desk as needed.
- Other duties as assigned. All staff wear many hats and go above and beyond to help one another with tasks throughout the year.

To Apply:

Please send a resume and cover letter as a PDF to The Dairy Barn Executive Director, Leah Magyary at director@dairybarn.org. Please put "Guest Services Coordinator Application" as the email subject line.

Questions? Call or email Leah Magyary at 740-592-4981 or director@dairybarn.org