



Guest Relations Coordinator

Location: Wilmington, NC

The Children's Museum of Wilmington

The Children's Museum of Wilmington has been serving the greater Wilmington area for over 25 years. Nestled in the downtown Historic District, the Museum boasts over 15,000 square feet of indoor and outdoor interactive exhibit space. The Museum offers programming, field trips, outreach, camps, birthday parties, and facility rentals. Our mission is to provide a welcoming and engaging environment that promotes hands-on art, science, and literacy-focused learning for children and families. Learn more at playwilmington.org.

Hours:

Full-time: 32-40 hours per week

Labor Day through Memorial Day: Tuesday-Friday 8:30 am-5:30 pm

Memorial Day through Labor Day: Monday-Friday 8:30 am-5:30 pm

Occasional nights and weekends required as needed to support special events

Job Description:

The Guest Relations Coordinator serves as the primary customer service representative of the Museum handling inquiries and supervising front desk operations. This position manages part time staff and volunteers, oversees the membership program, and acts as the contact for all facility rentals. The Guest Relations Coordinator works with all team members to ensure efficient and proper Museum operations. This position reports directly to the Executive Director.

Duties & Responsibilities:

Visitor Engagement & Support

- Engage with Museum visitors to ensure a welcoming and positive experience.
- Support front desk staff by assisting with guest questions, concerns, and complaints promptly and professionally.
- Provide exceptional customer service acting as a liaison to appropriate staff members.
- Handle escalations and resolve guest issues efficiently.
- Collect and report on guest feedback, interactions, and visitor trends.

Museum Memberships

- Troubleshoot and manage member inquiries in a timely and professional manner.
- Maintain updated membership program information in Altru and e-membership app.
- Ensure consistent member data accuracy, packet supplies & distribution, and communications.
- Create, monitor and evaluate membership perks and campaigns.
- Manage CMoW's Community Membership program.

Staff & Volunteer Management

- Hire, train, manage, and schedule part-time staff and volunteers.
- Conduct performance evaluations, create improvement plans, and hold exit interviews.
- Hold regular staff meetings focusing on Museum updates, safety training, and professional development opportunities.
- Lead and mentor by example.

Facility Rentals & Programming

- Start to finish, themes, supplies, staff
- Be in attendance or assign a point person for each birthday party
- Responsible for communication and logistics of scheduling, outlining terms and conditions, contracts, securing payment, tracking paperwork and post visit surveys for birthday parties, adventure passes, facility rentals, and camps.
- Work with the lead Educator to ensure proper staffing for events, field trips, camps and outreach.

Operational Support

- Work with the Facilities Coordinator to ensure front facing staff conduct daily functions effectively and efficiently including opening/closing duties, maintaining cleanliness, monitoring sanitation, waste, and restroom checks.
- Work with the Executive Assistant to monitor accurate cash drawer opening and closing, change amounts, and other related financial functions to POS operations.
- Work with Facilities Coordinator and Executive Assistant to track and order office, janitorial, program and exhibit supplies.
- Work with the Marketing Coordinator to ensure onsite signage is updated during unexpected emergencies or events.

General

- Utilize Altru to manage memberships, facility rentals, camp registration and ticketing.
- Regulate and track Museum guest passes, donation requests and coordinating spreadsheets.
- Enforce Museum policies and create supporting processes.
- Act as a Museum ambassador.
- Other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities and duties required.

Education & Experience

- Minimum 2+ years customer service and administrative experience, nonprofits preferred
- Minimum 2+ years management and supervisory experience
- Bachelor's degree or commensurate experience

Preferred Qualifications:

- Ability to relate well and work effectively with multiple constituencies and audiences
- Excellent verbal and written skills with proven ability to communicate through various mediums
- Demonstrated time management skills, highly organized and detail oriented
- Team player committed to developing and working within a collaborative and creative environment
- Demonstrated facility with software such as Microsoft Office Suite, Google Workspace, Canva, Greater Giving, Altru, etc.
- Ability to contribute genuinely to a positive and professional work environment
- Curiosity, eagerness to learn, willing to ask questions, and apply feedback
- Drive and passion led by the Museum's Mission and Values
- Experience working with youth or in youth development is a plus

Benefit Summary:

PTO
10 paid holidays
Health insurance
Parking pass

Pay Range: \$18 - \$22 an hour

The Children's Museum of Wilmington is committed to equal opportunity for all employees and prospective employees without discrimination based upon race, color, religion, national origin, sex, age, personal appearance, sexual orientation, political affiliation, family responsibilities, disability, marital status or any other category protected by law. This policy applies to all aspects of employment at CMOW, including, but not limited to recruitment, promotion, compensation, benefits, training and development, access to facilities, discipline, separation of employment and other terms and conditions of employment.

How to Apply

Interested candidates should submit a resume and cover letter to Executive Director, Jessie Goodwin at jessie@playwilmington.org using the subject line: Guest Relations Coordinator

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