

Guest Services Associate (Multiple Open Positions)

Reports To: **Operations Manager/Guest Services Manager**

Department: **Administration**

Classification: **Part-time, Non-Exempt**

Hourly Rate: \$18 per Hour

OVERVIEW

Go For Broke National Education Center (GFBNEC) is a 501(c)(3) nonprofit organization that educates the public on the valor of Japanese American veterans of World War II and their contributions to democracy. Our goal is to inspire new generations to embody the Nisei veterans core values of courage, sacrifice, equality, humility, inclusion and patriotism. Founded in 1989, GFBNEC maintains the Go For Broke Monument and the interactive *Defining Courage* exhibition in downtown Los Angeles' historic Little Tokyo district. Through its dynamic educational programming and access to its extensive oral histories and archives, GFBNEC strives to ensure that the Nisei veterans story remains an important American story with relevance to younger, more diverse audiences.

SCOPE OF WORK

The Guest Services Associate will be responsible for greeting guests, handling ticket, merchandise, membership and general donation transactions and answering general questions about GFBNEC and the *Defining Courage* exhibition. The Associate will report directly to, and work closely with, the Guest Services Manager. The Associate provides direct assistance with a variety of tasks which requires, but is not limited to: 1) the ability to work in an organized, calm and customer-service focused manner; 2) the ability to work independently and with teams; 3) a flexible, open-minded and professional demeanor; 4) the ability to think quickly, positively and manage multiple tasks at once; and 5) ability to effectively interact with the general public, leadership, supporters, volunteers, community leaders and partners. This position operates in a professional office environment, and is also primarily a sedentary role with periodic walking including stairs. The ability to stand, walk, bend and lift lightweight objects as necessary is also required.

ESSENTIAL FUNCTIONS:

- Greet and actively assist visitors upon entry including general information and/or updates to visitors regarding GFBNEC, exhibitions and programming
- Ensure the exhibition space is clean and well-organized; restock supplies when needed
- Efficiently and accurately manage cash and credit card transactions including daily record keeping, admission equipment and opening/closing procedures
- Encourage and process general support contributions (i.e., membership, general donations)
- Encourage and manage the on-site Go For Broke Store including cleanliness, sales and inventory
- Monitor and report any security or maintenance related issues

- Participate in required training (i.e., docent,, first aid, etc.) and related activities on an as-needed basis
- Provide as-needed administrative and project support in preparation for/during special events and other activities
- Other duties and responsibilities as assigned

QUALIFICATIONS:

- High school diploma or GED certification required; customer service or related nonprofit work experience preferred
- Ability to work weekends, some evenings and holidays
- Experience with the operation of cash and credit card transactions including usage of admissions and Go For Broke Store equipment is a plus
- Fluency with Microsoft Office and Google Suite; familiarity with Raiser's Edge and Shopify or similar software is a plus
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Excellent oral and interpersonal skills with the ability to professionally interact with various stakeholders, including general public, leadership, supporters, volunteers, community leaders and partners
- Demonstrated ability to exercise initiative, resourcefulness, independent good judgment and problem-solving skills in a positive fashion to changing situations presented at the front desk.
- Prior experience working with museums and/or interpretive exhibits and knowledge of Japanese American and/or WWII history are pluses, but are not required.

To apply, please send resume and cover letter to jobs@goforbroke.org.

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