

Thousand Islands Arts Center

Guest Experience and Retail Coordinator

Position Details

Reports to: Curator and Director of Visitor Experience

Employment Type: Full-Time, In-Office

Schedule: Monday–Friday; occasional evenings and weekends for events

Salary: \$38,000-40,000/year based on experience

Benefits: Health insurance and retirement plan

About the Role

The Guest Experience and Retail Coordinator serves as a welcoming and knowledgeable presence at the Thousand Islands Arts Center, ensuring that every visitor has a positive and meaningful experience. This role combines frontline visitor engagement with hands-on retail and membership responsibilities, and provides direct support to the Curator and Director of Visitor Experience.

Key Responsibilities

Visitor Experience

- Greet and orient visitors, providing a warm and informative welcome to the Arts Center
- Develop and maintain a working knowledge of current and upcoming exhibitions in order to speak knowledgeably with guests
- Direct visitors throughout the facility and answer questions about programs, events, and memberships

Retail Operations

- Oversee day-to-day operations of the Arts Center retail shop, including opening and closing procedures
- Process sales transactions accurately and courteously
- Monitor and maintain inventory levels, including stocking and organizing merchandise

Membership and Administrative Support

- Process and update member records, including new memberships, renewals, and tier changes
- Assist with member inquiries in a professional and helpful manner
- Provide administrative and logistical support to the Curator and Director of Visitor Experience as needed
- Support the preparation and execution of Arts Center events, including occasional evenings and weekends

Qualifications

- Demonstrated experience in customer service, retail, or a related public-facing role
- Genuine enthusiasm for the arts and community engagement
- Strong interpersonal and communication skills
- Ability to manage multiple responsibilities in a busy environment
- Proficiency with basic computer applications; experience with membership or point-of-sale software a plus
- Availability for occasional evening and weekend events
- Ability to lift up to 40 lbs.

To Apply

Please submit a resume to marina@tiartscenter.org. Applications will be reviewed on a rolling basis.

The Thousand Islands Arts Center is an equal opportunity employer.