

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

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

**Qualifications**

Proven skills in administrative work including customer service, data entry, use of point-of-sale software, QuickBooks, and registration procedures with 1 year of prior administrative experience required. Demonstrated verbal communication and organizational skills; experienced with Microsoft Office Suite. Demonstrated interpersonal skills, in person and by phone. 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 provides general support to all departments by handling information requests, performing clerical/administrative functions, receiving visitors, and providing a high level of customer service. This position also provides daily coverage in the shop during retail hours.

**Responsibilities**

- Provide a positive guest experience, as well as administrative and retail support.
- Acquire a full understanding of The Bascom's programmatic offerings to fully communicate content to potential 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 training.
- Maintain database and spreadsheet systems; track and report names, addresses, and volunteer hours.
- Process mass mailings for membership renewals.
- 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](mailto:blove@thebascom.org)**