

BALTIMORE OFFICE OF PROMOTION & THE ARTS, INC.

Facilities and Guest Service Coordinator

The mission of Baltimore Office for Promotion & Arts (BOPA) is to address the needs of the arts community through arts and cultural activities, advocacy and support; create pride by promoting Baltimore to Baltimoreans; and, to use the arts and events as marketing tools to promote Baltimore's assets locally, regionally and nationally. BOPA produces festivals, special events, and promotions for Baltimore City and develops and administers funds, grant programs and community workshops. In addition, BOPA manages several historic attractions and sites in the Baltimore area including School 33 Art Center, The Cloisters, the Bromo Seltzer Arts Tower and the Top of the World Observation Level in the World Trade Center.

Position Description

The Facilities and Guest Service Coordinator for the Baltimore Office of Promotion & The Arts is a full-time hourly, non-exempt position, reporting to the Director of Facilities. Primary responsibilities of this position are managing the daily operations at the Top of the World; providing hospitality to all guests and patrons. The Facilities and Guest Service Coordinator also provides requested information, and conducts tours to visitors. Additional responsibilities include: managing the daily operations of the venue by, opening/closing the venue and overseeing the daily operations, staff training, supervising, managing staff schedules, supervise revenue operations/ accounting for expenses, gift shop management, reconciling, depositing and crediting revenues, coordinating venue maintenance and upkeep with the Director of Facilities, assisting with the coordination of contractual, rental, and service vendors, coordinating and facilitating tours, and ordering supplies/equipment as needed.

Essential Duties and Responsibilities:

- Ensure that all guests have a favorable experience at each assigned facility
- Promoting BOPA sponsored events such as fireworks; Artscape; Light City, Farmers' Market, parades; The Book festival; and etc.
- Ensure all exhibits, displays and supplies are orderly and appropriately stocked
- Maintain established cash-handling procedures and established financial reporting procedures
- Oversee Gift Shop Operation
- Schedule/coordinate group tours
- Coordinate with Communications Department and Art Department for communications, signage and website updates
- Maintain Proper Security/Safety Emergency Procedures
- Inspect and maintain facility upkeep and cleanliness

- Principal liaison with World Trade Center building management to Coordinate Rental and Special Events
- Maintaining and ordering supplies: office, janitorial, light bulbs, parking passes, etc.
- Other duties as assigned

Qualifications:

- Professionalism, friendliness and trustworthiness
- Excellent interpersonal and communication skills
- Knowledgeable and excited about Baltimore as a tourist destination
- Flexible schedule, weekends and evenings required
- Cash handling and reporting experience
- Proficient in MS Word, Outlook & Excel

Compensation & Benefits:

- Salary is commensurate with experience
- Benefits include Medical, Dental, Vision, LTD, STD, Life and AD&D
- 403B Retirement Plan with employer match
- Paid Holidays
- Paid Sick and Vacation accrual
- Parking or Monthly Transit Pass (subject to availability)

Application Process:

Email cover letter and resume (with applicant's name and the job title in subject line) as one pdf document to: humanresources@promotionandarts.org. No phone calls please.

The Baltimore Office of Promotion & The Arts, Inc. is an Equal Opportunity Employer. We strive to mirror the rich diversity of Baltimore City in our staffing and programming while emphasizing cultural equity. Cultural equity embodies the values, policies, and practices that ensure that all people-including but not limited to those who have been historically underrepresented based on race/ethnicity, age, ability, sexual orientation, gender, socioeconomic status, geography, citizenship status, or religion-are represented in the development of arts policy; the support of artists; the nurturing of accessible, thriving venues for expression; and the fair distribution of programmatic, financial, and informational resources.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.