



Position:

Guest Services Associate

Employment Type:

Part-Time / 10 to 20 hours per week

Reports to:

Executive Director

Frank Lloyd Wright's Martin House is seeking a qualified individual to work in our visitor center located in the Parkside district of Buffalo. This individual will be responsible for daily operations at the Greatbatch Pavilion reception desk. They will provide excellent customer service, complete online sales transactions and ensure the optimal guest experience. Daytime hours only. Weekend availability required.

Duties and Responsibilities:

- Welcome visitors in a friendly and positive manner; facilitate tour transactions utilizing online reservation system; respond to customer inquiries and provide general information.
- Responsible for functioning of introductory film and AV displays.
- May work alone or with other guest services staff or volunteers based on tour volume/need.
- Maintain an organized/professional reception area throughout the day.
- Assists with Martin House internal/external events, on as needed basis.

Position Requirements:

- Strong basic computer skills.
- Minimum of 1 year of guest services experience, or equivalent.
- Ability to routinely and repetitively bend to lift more than 20 lbs.

Apply to HR@martinhouse.org with resume and cover letter. This position starts at \$13/hour, but may be adjusted based on experience. It is the policy of Frank Lloyd Wright's Martin House to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law.