



Guest Services Administrator

The Guest Services Administrator is an important part of Buffalo Niagara Heritage Village's (BNHV) operations.

This person coordinates and handles various administrative tasks across the Guest Services Department, assists with programs, events, and rentals, provides coverage for the front desk, and assists with other projects in the Guest Services Department. Organization, time management, and ability to coordinate multiple projects and schedules are key.

This position is part time, year round, and reports to the Deputy Director for Operations.

Key Duties

- Oversee all administrative tasks, including processing memberships and donations, tracking admissions and sales data, and volunteer scheduling.
- Assisting with programs and events, through ticketing, supply coordination, and other duties as assigned.
- Maintain Membership Program, including correspondence, mailings, and member record management.
- Provide primary coverage for front desk duties during Winter Season (November-April), including answering phones, guest services correspondence, transactions, and Guest Services coverage during public programs and meetings.
- Provide secondary coverage for front desk duties as needed during the Village Season (May-October), including answering visitor inquiries, handling all transactions, answering the phone, and other duties as assigned.
- Other duties as assigned.

Expectations:

- Strong administrative or office management background.
- Exceptional organizational, time, and detail management skills required.

Hours and Schedule

- Part Time, 24 hours per week.
- Schedule is 11:30 AM – 8:30 PM on Thursday and 9:30 AM – 4:30 PM Fridays and Saturdays.
- Occasional additional evening hours required for events and programs.
- On-site role.

Salary

\$17 per hour.