

Job Title: Group Experience Coordinator

Department: Operations

Reports to: Director of Operations

About the Organization:

The Center's mission is to inspire imagination, education, and community through the global art of puppetry. Founded in 1978, the Center for Puppetry Arts is the largest nonprofit in the U.S. dedicated to the art of puppetry, and it has introduced millions of visitors to the wonder and artistry of puppetry through three key programming areas: Performance, Museum, and Education. These program areas work in tandem to showcase puppetry in action, as a fine art, and as a gateway to imagination.

Job Summary:

Responsible for fostering a welcoming and accessible environment for visiting groups that align with the Center for Puppetry Arts' values of creativity and curiosity. Typical Group visits include school field trips, summer camps, adult-special needs groups, retirement communities and more. This role manages the logistics of group visits, helping ensure a smooth arrival, clear communication of group schedules, efficient wayfinding through the building and on the premises, and provides an overall high-quality and well-organized experience. Stays informed about performance, workshop, and lunchroom schedules and anticipated attendance with a focus on optimal crowd control and group egress throughout the building. Supports Guest Services Coordinators in customer service on an individual level, assists in occasional event and public program set-up and execution, and collaborates with the Operations and Museums department in the implementation of a new initiative to launch tours. Routinely engages with grade-school level children and their adult leads, special needs guests and their support persons, and older adults, creating a welcoming and safe environment for all.

Duties and Responsibilities include the following:

- Capable of working in a fast-paced, physically active work environment, both indoors and outside in varying climates and weather systems.
- Works alongside the Facilities Department to greet and guide visiting groups, communicating with teachers, chaperones and/or group leads to manage expectations and position group visits for an organized, enjoyable and memorable experience.
- Preemptively reads and interprets group bookings and itineraries to assess and strategize upcoming group visits, with a focus on the efficient and safe egress of large groups.
- Communicates effectively and cooperates across departments in guiding groups through their experience.
- Demonstrates quick critical thinking skills when confronted with unexpected challenges including late group arrivals, unexpected attendance totals, unanticipated show-holds, and other demanding situations.
- Comfortable speaking to large audiences of all ages, acting as "host" to visiting groups and individuals alike.

- Collaborates with the Operations and Museum departments in the implementation and execution of new guided gallery and/or building tours.
- Assists in occasional setup, breakdown and guest services support for on-site events and public programs.

Status:

Full Time, Hourly.

Approximately 30 hours a week, Tuesday through Friday.

Occasional evening and weekend shifts, based on event bookings and staffing needs.

Coverage hours throughout the week are as follows:

- Tuesday through Friday - 8:45 AM – 5:15 PM

Compensation Package:

- Hourly Rate \$20.00
- Comprehensive benefits package including paid time off, paid holidays and personal/sick leave
- Additional benefits available upon hire

To apply please email your resume and letter of interest to Ian McCarthy, Director of Operations, at IanMcCarthy@puppet.org. **No phone calls please.**