



EXPLORE BUFFALO
Visitor & Member Services Coordinator
Job Description

Explore Buffalo is seeking a full-time Visitor & Member Services Coordinator with an engaging and enthusiastic personality to join our energetic and professional team in support of our organization's mission of promoting Buffalo and Western New York history, architecture, and neighborhoods through quality education to learners of all ages. This position is responsible for ensuring that all visitors and Explorer Pass Members receive high quality customer service when contacting Explore Buffalo about tours, events, programs, and memberships.

Responsibilities:

Visitor & Member Services

- Answer phone calls and emails requesting information and reservation assistance for tours, events, and programs
- Answer phone calls and emails requesting information and assistance with membership purchases, renewals, and gift orders
- Process orders for new, renewal, and gift memberships
- Prepare and send membership renewal notices (email and mail)
- Track membership statistics including renewal retention rates
- Implement methods to increase membership renewals and total membership sales

Administrative & General

- Maintain files and records, including tour attendance records
- Participate and take notes in weekly staff meetings
- Sort incoming mail and distribute appropriately
- Support volunteers including assisting with reservation report access
- Participate in Explore Buffalo's volunteer events to connect with our volunteers
- Assist with Explore Buffalo events, including the annual Gala in March, Twilight Tour of Mansions in June, and Doors Open Buffalo in September
- Attend tours on a regular basis to be familiar with tours
- Other duties as they may develop

**Qualifications:**

- Two or more years of office experience, including customer service
- Experience working with a CRM (Customer Relationship Management) program is desirable but not required
- Ability to work independently and with a team, depending on the task
- Attention to detail; ability to coordinate multiple tasks simultaneously
- Flexibility and adaptability in a fast-paced work environment
- Passion for promoting Buffalo and for Explore Buffalo's mission
- Enthusiastic and energetic personality
- Strong organizational skills
- Excellent oral and written communication skills
- Proficiency in Microsoft Office
- Must have reliable transportation

Hours: This full-time position will be Monday-Friday, 9am-5pm. Occasional evenings and weekends will be required for special events. Working as a team in our office is important to Explore Buffalo; occasional remote work may be arranged. Explore Buffalo's office is located at historic First Presbyterian Church on Symphony Circle in the Allentown neighborhood.

Compensation: The annual salary range for this non-exempt position is \$39,000 to \$42,000 depending on relevant experience. Benefits include paid time off – Sick Leave, 5 days; Vacation, 15 days; and Personal Days, 3 Days – and health insurance including dental and vision.

Application: To apply, please email a resume to hiring@explorebuffalo.org and include a cover letter (2-3 paragraphs) summarizing relevant experience in the body of the email. Applications will be considered on a rolling basis until the position is filled; we are aiming to have this position filled by mid to late February 2025. No phone calls, please.

Explore Buffalo actively seeks people who bring a wide range of perspectives to join our staff, volunteers, and Board of Directors. We value the richness of each person's background and recognize how learning from different lived experiences can help us tell a more complete story of Buffalo in our tours and programs. If you are concerned you do not meet all the job requirements, we still encourage you to apply.

Explore Buffalo provides equal employment opportunity (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.