

Mississippi Museum of Art

POSITION OPENING: Visitor Services Associate
EMPLOYEE STATUS: Part-Time (some evenings)
CLASSIFICATION: Non-Exempt
REPORTS TO: Philanthropy Operations Manager



MISSISSIPPI MUSEUM of ART

Job SUMMARY

The Mississippi Museum of Art has been a community-supported institution for more than 100 years. The Museum boasts a seasoned staff of museum professionals and fiscally responsible administrators who work to ensure that the Museum's exhibitions, programs, operations, and community outreach are the best thing for the art and the people of Mississippi. The Museum seeks a reliable, outgoing individual to offer high quality visitor service to Museum guests and on the phone.

ESSENTIAL FUNCTIONS

- Operate the Museum's front desk and provide positive customer service experiences to all Museum guests.
- Provide general but knowledgeable overview to interested visitors about the Museum and its exhibitions, The Art Garden, The Palette Café, The Museum Store, facility rentals, and upcoming events.
- Lead impromptu tours of the Museum and exhibitions when needed.
- Answer the Museum's main phone line and transfer calls to the appropriate staff member.
- Offer concierge-like service for guests interested in other Downtown Jackson and local area attractions and venues.
- Create meaningful connections and fulfilling experiences for guests.
- Keep attendance records with the Museum's database management system (Altru).
- Actively promote and sell Museum memberships to reach monthly revenue goals.
- Work with other Museum staff to ensure smooth operation of the Museum's daily programs and events.
- Represent the Museum with the highest level of integrity and enthusiasm, work positively with colleagues and the public.
- Train, supervise and schedule the Gallery Attendants

This is a list of Essential Functions for this position and is not designed to be a comprehensive itemization of every activity, duty, or responsibility that may be encountered. Activities, duties, and responsibilities may be changed, added, or eliminated at any time.

COMPETENCY

- Friendly and customer oriented
- Good communication skills that include an outgoing and energetic personality

- Proficient computer skills
- Able to comprehend and correctly apply training
- Able to apply good judgement to a variety of situations
- Professional demeanor and presentable at all times

SUPERVISORY RESPONSIBILITIES

- Oversee the seasonal Gallery Guides and their weekly schedule. Provide monthly training to Gallery Guides. Collect feedback and report to appropriate staff member.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may be performed both indoors and outdoors throughout the facility and grounds as well as at off-site locations.
- Position may require standing for prolonged periods, walking, bending and stretching, and enough physical strength to lift and carry a minimum of 50 pounds unassisted.

EXPECTED HOURS OF WORK

- This position requires availability during weekday normal Museum hours (10 AM to 5 PM, Tuesday – Friday), as well as official evening events and some weekends, when needed.

TRAVEL

- Travel outside the local area is not required of this position.

REQUIRED EDUCATION AND EXPERIENCE

- High school diploma or GED with a minimum of one-year customer service experience
- Basic knowledge of customer service best practices and processes
- Show proficiency using technology/computer software (iPad, Microsoft Word, Excel, PowerPoint)

PREFERRED EDUCATION AND EXPERIENCE

- Completion of higher education
- Background in or direct experience with membership services
- Background in or direct experience with museum operations

ADDITIONAL ELIGIBILITY QUALIFICATIONS

- Successfully complete training and a 60-day probationary period. Applicant may subject to a background check.

Interested applicants should forward by email a cover letter with résumé to careers@msmuseumart.org. No phone calls please.

The Mississippi Museum of Art is an Equal Opportunity Employer.