



Visitor Experience Associate

Position Summary:

The Visitor Experience Associate is the welcoming face of the Academy Art Museum, providing a warm, professional, and informed first impression for all visitors. This position is critical to ensuring that the Museum is an accessible, inclusive, and inviting space. The Associate is responsible for greeting and engaging visitors, supporting class and tour check-ins, providing information about exhibitions and programs, and performing key administrative and operational tasks.

Key Responsibilities:

1. Administrative and Reception Duties:

- Answer and direct phone calls to appropriate staff members.
- Register visitors for classes and programs or assist with membership sign-ups.
- Conduct sales of merchandise from the Museum Shop.
- Provide administrative and programmatic support to staff as needed.

2. Facility Operations:

- Open and close the Museum and its galleries, ensuring all artwork and objects are secure and in good condition.
- Conduct daily facility sweeps to ensure restrooms are clean, the front desk is organized, and the Museum is presentable.

3. Customer Service and Membership:

- Serve as a key point of contact for visitors, ensuring their needs are met with care and attention.
- Uphold Museum standards of professionalism while creating a warm, inclusive environment.
- Assist with membership inquiries and encourage membership sign-ups.

Qualifications:

- Enthusiastic about art and committed to creating an exceptional visitor experience.
- Friendly, courteous, and professional demeanor.
- Excellent interpersonal and communication skills.
- Ability to navigate technology to manage class registrations, membership sign-ups, and phone systems.
- Strong organizational skills and attention to detail.
- Ability to work independently and collaboratively with a team.
- Availability to work during Museum open hours (Tuesday through Sunday).

Physical Requirements:

- Ability to remain standing or seated for extended periods.
- Occasional light lifting may be required.

Preferred Experience:

- Prior experience in customer service, reception, or similar roles.
- Background in the arts or cultural institutions is a plus.

Work Environment:

This position is based at the Museum's front desk and serves as a primary point of interaction for visitors. The role requires a high degree of professionalism, initiative, and the ability to create a welcoming and inclusive environment.

Employment Type:

Part-Time hourly, \$16/hour

To Apply:

Please submit your resume and a brief cover letter highlighting your experience and interest in the Director of Education to dhoffman@academyartmuseum.org . Applications will be reviewed on a rolling basis until the positions are filled.

The Academy Art Museum is an equal opportunity employer and encourages candidates of all backgrounds to apply.