Job Title: Visitor Experience Associate| **Reports To:** Membership and Visitor Services Manager
Employment Type: Part-Time

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, processing memberships, checking out guests from the gift shop, providing information about exhibitions and programs, and performing key administrative and operational tasks.

Key Responsibilities:

1. **Visitor Engagement**

- Welcome and greet Museum visitors, students, and tour groups with professionalism and enthusiasm.
- Share knowledge of current exhibitions, classes, programs, and events to enhance the visitor experience.
- Foster a welcoming environment and engage in conversations in the galleries to deepen visitors' understanding and enjoyment of the Museum's offerings.
- Assist Gallery Attendant as needed

2. **Administrative and Reception Duties**

- Answer and direct phone calls to appropriate staff members.
- Gather demographic information and feedback from visitors.
- Register visitors for classes and programs or assist with membership sign-ups as needed over the phone or in person.
- Provide administrative and programmatic support to staff as needed.

3. **Facility Operations**

- Open and close the Museum 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.
- Lock and secure the front doors at the end of each day.

4. **Customer Service**

- 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.
- Process sales for the gift shop
- Assist with class and membership inquiries and facilitate 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, with a preference given for weekend availability).

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.