

ARLINGTON MUSEUM OF ART

JOB DESCRIPTION

TITLE: Guest Services Associate (part-time)

REPORTS TO: Assistant Director of Engagement

CLASSIFICATION: Permanent part-time

HOURS PER WEEK: 15-20

AVAILABILITY: All AMA staff positions are expected to be available to work weekends and most holidays.

JOB SUMMARY

Guest Services Associates at the Arlington Museum of Art are the first points of contact for patrons of the museum. Their primary objective is to create a welcoming and knowledgeable environment for museum guests. Guest Services Associates welcome visitors to the AMA; provide information, wayfinding, and assistance; sell and process admission tickets and memberships; greet and provide support at special events; check out/in self-guided tour equipment; assist in selling items at the gift shop and replenishing inventory; and support the security of the artwork, galleries, and building by remaining alert and by helping visitors to understand and follow museum rules.

ESSENTIAL RESPONSIBILITIES

- Warmly welcomes guests. Provides information about AMA exhibits, events, and programs. Maintains general knowledge of nearby attractions. Accurately answers questions in an effort to enhance the guest experience. Responds to inquiries.
- Accurately explains admission levels and processes tickets, discounts, memberships, and ticketed event transactions. Handles advanced transactions including partial and full refunds as directed by museum policies. Securely maintains petty cash and makes change as needed, reconciling and closing out the cash drawer daily.
- Sells memberships. Maintains knowledge of current membership levels and benefits.
- Restocks pamphlets and other visitor information materials.
- Understands procedures related to groups and guided tours, and assists docents and staff as needed.
- Assists with the opening and closing duties of the museum for daily operation.
- Positively explains museum policies to guests and enforces as needed.
- Answers telephones and responds to questions or routes calls to appropriate staff.
- Monitors museum buildings and contents, including closed circuit surveillance system. Handles issues as they arise, such as lost and found items, lost child, etc. Calmly and quickly consults with staff on emergency, injury, or security issues.

- Identifies and responds to custodial needs, including performing occasional custodial tasks (pick up discarded items) to ensure cleanliness and safety.
- Provides clerical support to staff as needed, including folding brochures, copying, collating, filing, basic data entry, and special projects.
- Other duties as assigned within the scope of the job classification.

ADDITIONAL WORK PERFORMED

- **SPECIAL EVENTS:** With the highest level of positivity and professionalism, supports the Engagement team, vendors, caterers, and guests at special event functions. Tasks include but not limited to event set-up, guest check-in, taking tickets, guest wayfinding, attend to guest/staff needs during the event, and tear-down.
- **GALLERY ATTENDANT:** Provides excellent customer service while assisting with way-finding in the galleries, hallways, Education Center, and other areas of the building.
- **GIFT SHOP:** Enthusiastically interacts with guests; provides information about merchandise; handles sales transactions quickly, efficiently, and accurately; be informed on active discount programs; encourages guests to become members and processes memberships quickly and accurately.
- **ONBOARDING:** Assists in providing on-the-job training to new Guest Services Associates.

PERFORMANCE REQUIREMENTS

- Ability to work as a team member and project a positive attitude.
- Ability to interact with the public and team with courtesy, tact, and good judgment.
- Ability to work independently with minimal supervision.
- Ability to read, understand, and retain information pertaining to the AMA, its exhibits and programs, and local attractions, and clearly communicate information to guests.
- Working knowledge of and ability to clearly explain museum policies and procedures.
- Ability to respond to unexpected situations calmly and with good judgment.
- Ability to do repetitive work quickly, accurately, and with close attention to detail in an atmosphere of frequent interruptions.
- Knowledge of basic math skills and ability to add, subtract, multiply and divide.
- Basic computer skills. Experience with Microsoft 365 a plus.
- Ability to learn Point of Sale systems to process cash and credit transactions.
- Physical ability to perform the essential functions of the job, including sitting or standing for long periods of time; visual acuity to read a computer screen and offer wayfinding support to guests; fine finger dexterity to operate a computer keyboard and mouse; occasionally lift up to 30 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING ENVIRONMENT

Work is primarily conducted indoors in a climate controlled and secured building. May be seated at a desk, standing, or moving about within the galleries.

QUALIFICATIONS

- High School graduate or the equivalent.
- Demonstrated skills as outgoing, problem-solver with strong customer service skills.
- Basic knowledge of computers.
- Ability to work varied shifts, including some evenings, weekends, and holidays.
- Must be at least 18 years old.

PREFERRED QUALIFICATIONS

- Experience as a cashier or related cash-handling experience.
- Experience performing security-related work.
- Minimum one year of experience in a high-volume guest destination venue, such as a theme-park, stadium, theater, museum, etc.
- Coursework or background in art, art history, or local history.
- Ability to speak Spanish.

DRUG-FREE WORKPLACE AND BACKGROUND CHECK

The AMA is a drug-free workplace. Drug testing is a condition of employment. Criminal background checks are also completed before beginning employment.

EQUAL OPPORTUNITY AND DEIA

The Arlington Museum of Art seeks talented individuals from diverse backgrounds with unique skills and experiences who can help us advance our mission. In all that we do, we strive to create a positive, educational environment for visual arts and culture, a working environment that promotes human dignity, and a gathering place for everyone in our community. The AMA is an equal opportunity employer and does not discriminate in its employment decisions on the basis of race, color, religion, gender, or national origin.

To apply, please email Catherine Waller at catherine@arlingtonmuseum.org