

Morris Museum

Job Title: Visitor Services Associate

The Morris Museum is looking for a corps of dynamic Visitor Services Associates to join its team. Visitor Services Associates act as ambassadors of the Museum and are the front line of communication with external parties. They are part of the Development Department which includes a Director, Manager of Institutional Giving, Membership Coordinator, and seasonal interns.

Each Visitor Services Associate will be asked to work a fixed number of hours a week, including weekends. Schedules will be determined on a monthly basis, and can be chosen by each Visitor Services Associate on a first-come, first-served basis, as long as all shifts are covered.

Compensation is \$16 per hour.

This position is suited for an undergraduate or graduate student looking to obtain art world experience, mid-career professionals looking to transition back into the work force, or transition away from a full-time position, or post-career professionals interested in a part-time, flexible role in a community organization. There is room for growth in the position.

The Morris Museum curates beauty, experience, thought, and conversation centered in its collections of art, music, history, and science. Founded in 1913, it serves both a local and international constituency through its wide variety of collections, exhibitions, and performing-arts productions. With a long tradition of serving its surrounding communities, the Museum provides extensive, family-friendly educational programs, complemented by sophisticated public programming for adults. It also houses the creatively-utilized, 312-seat Bickford Theatre.

RESPONSIBILITIES

- Oversee all Admissions activities, including:
 - Welcome visitors in a professional and respectful manner
 - Process Admissions sales and sell Bickford Theatre tickets (and serve as Box Office back-up)
 - Participate in daily managing of cash drawers including reconciling cash and charge receipts for daily deposit
 - Be knowledgeable on all public Museum activities (exhibitions, programs, performances, etc.)
 - Obtain visitor email addresses on master list which is emailed to Marketing each Tuesday morning
- Perform Development & Membership functions, including:
 - Work closely with Development office to reach monthly goals for new member acquisitions
 - Upsell visitors to become members and expiring members to renew or upgrade
 - Track the names of members that come each day by Raiser's Edge ID
 - Appropriately steward members
 - Assist with mailings
 - Take and process general donations
- Manage front desk operations, including:
 - Maintain clean and organized Admissions Desk
 - Unlock and lock front doors at appropriate times
 - Ensure displays of printed materials are full and available (and alert staff when re-printing is necessary)

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- Answer phone and email inquiries, or direct to appropriate staff
- Change posters behind Admissions Desk
- Operate “Lost & Found”
- Participate in emergency procedures
- Routinely check restrooms and notify facilities as necessary
- Perform clerical and administrative tasks, including:
 - Log volunteer hours through ticketing system
 - Print and email weekly Museum weekly schedule sheet; update “white book” with room requests
 - Print and organize daily staff sign-in sheet
 - Calendar listings
- Perform transactions in Museum Shop as needed
- Other activities as assigned

QUALIFICATIONS

- Demonstrated experience in art history, museum studies, non-profit management, or related field
- Sales/retail experience with outstanding customer service and interpersonal skills
- Exceptional ability to multitask and problem solve
- Have integrity and a positive attitude
- Takes initiative to seek out work during slow business hours; self-directed with an entrepreneurial style
- Must enjoy working independently and collaboratively
- High attention to detail
- Strong computer skills (knowledge of Microsoft Office Suite and basic systems preferred)
- Passion for promoting the mission and activities of the Museum

Please send cover letter, references, and resume to info@morrismuseum.org. Start date: Immediate

The Morris Museum is an Equal-Opportunity Employer, dedicated to the goal of building a multicultural staff, with a passion to reach and serve our expanding, diverse public. We are also committed to providing reasonable accommodations to employees with disabilities.