



Visitor Experience Associate

Join our dedicated Visitor Experience team at the Springfield Museum of Art. Visitor Experience Associates are responsible for facilitating daily visitor services and ensuring the visitor experience is consistently welcoming and outstanding. VEAs engage visitors upon entry to the Museum, orient visitors to the Museum, provide general information about the Museum, and promote the broad museum program in a warm, welcoming, and professional manner.

At the Springfield Museum of Art, we value diversity – in backgrounds and in experiences. We need people from all backgrounds to help build the future of our museum. Our team is empathetic, caring, and supportive. We are deliberate and self-reflective about the kind of team and culture that we are building, seeking team members that are not only strong in their own aptitudes but care deeply about supporting each other.

Hours for this part-time position include Wednesday-Saturday (8:30am-5:30pm) and Sundays (12pm-5pm.) Regular weekend hours are required and there may be opportunity for additional hours during special events. Remote working is not an option.

Diversity & Inclusion are key to our success. We are an Equal Opportunity Employer, and our employees are people with different strengths, experiences, and backgrounds, who share a passion for improving people's lives. Diversity not only includes race and gender identity, but also age, disability status, veteran status, sexual orientation, religion, and many other parts of one's identity.

General Responsibilities

- » Greet the public, answer the telephone, collect admission fees, provide information about the Museum's exhibitions and programs, track daily admissions, and record attendance
- » Sell memberships and assist visitors in registering for classes and events.
- » Open and close the Museum as scheduled.
- » Perform light housekeeping tasks.
- » Support visitors' experience through friendly interactions and providing informed answers to general museum questions.
- » Monitor security cameras to ensure security and safety of artwork and visitors during open hours and events.
- » Maintain cleanliness of galleries.
- » When applicable, maintain materials in galleries.
- » Additional duties as assigned.

Qualifications/Skills

- » Enjoys engaging with people
- » Flexible and a strong team player
- » Demonstrated customer service knowledge and experience
- » Strong interpersonal, verbal, and written communication skills
- » Telephone and computer skills (Microsoft Office products)
- » Ability to tailor conduct/behavior to appropriate situations (i.e., maintain composure in an emergency; adhere to Museum policy and procedures; courteous to donors and funders.)
- » Weekend availability

Job Type: Part-time

Salary: \$12.50 per hour

Benefits: Flexible schedule

Schedule: Day shift, Monday to Friday, with weekend availability.

To apply, please submit your resume and cover letter to jjones@springfieldart.net.