



Visitor Services Staff Position

Summary:

The Visitor Services Staff (VSS) is responsible for providing exceptional service to our visitors. VSS will greet and orient visitors, provide information about exhibits, programs, special events, interactive projects, and overall museum information. As the “face of the museum”, the VSS staff must be knowledgeable, courteous, and professional. They accurately input all admissions and membership sales while operating our data collection software, Altru. The VSS must be technologically proficient and willing to learn our systems. The VSS required to work closely with a diverse group of volunteers and help coordinate schedules and maintain communication with the group. Candidate must be highly responsible and reliable, and able to commit to working weekends.

Responsibilities:

- Provide a warm, helpful, and approachable presence to the visitors.
- Opening and closing of museum, including key-holder responsibilities.
- Welcome and admit visitors proactively providing information on admissions, building amenities, exhibits and programs, membership opportunities, and interpretive materials.
- Using Blackbaud software, Altru, accurately input admission, membership and museum shop sales; in addition to special event sales and reservations.
- Inform visitors about museum’s visitor policies, i.e. cellphones, photography.
- Promptly and courteously answer museum’s general phone line and provide overall information, and forward call to appropriate staff member. Check message center throughout the day to capture any missed calls and process accordingly.
- Accurately reconcile daily receipts using Altru and prepare daily deposit reports while following cash handling procedures.
- Provide an informative overview to each visiting group including approach to start self-guided museum tour, programs, exhibits, membership, special events, and other museum information.
- Welcome and process group visits using Altru system.
- Be cognizant to collect visitor data and record accordingly.
- Assist with the organization and preparation of the volunteer calendar and sharing with volunteers in a timely manner via email.
- Be proactive in daily communication with volunteers to guarantee shift coverage, schedule changes, special event coverage, and general communication.
- Maintain museum shop cleanliness, organize merchandise, restock inventory, and apply labels, assist with sales.
- Encourage membership sales, input clean data into Altru.

- Provide logistical support for special events such as setting up of chairs, crowd control, admissions.
- Ability to work effectively with the public in a fast-paced high-volume atmosphere.
- Responsible for checking Altru organizational calendar, museum website, and email each shift so to stay abreast of daily activities, group visits, lecturers, etc.
- Ensure safety of visitors through observation and the timely reporting of concerns or incidents to the attention of a manager on duty, and/or calling emergency services as needed.
- Contact any vendors (security, elevator, landscape) if a system requires immediate attention.
- Weekend and occasional evening hours required.
- Other duties as assigned by the Director or other managers.

Schedule:

1-weekday shift	9:45 - 4:15 pm
Every Saturday	9:45 - 4:15 pm
Alternating Sundays	12:45 - 4:15 pm
March thru December	

Minimum Requirements:

- High School Diploma
- Technologically proficient and strong data entry skills
- Microsoft Office a must
- Outstanding customer service
- Retail or admissions experience preferred
- Detail-oriented
- Dependability and punctuality are essential
- Interest in art or museums a plus, but not necessary

This is a part-time position with Altru training provided. For more information or to apply, email cover letter and resume to: employment@cahoonmuseum.org. No phone calls, please.

Cahoon Museum of American Art is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment.

The Cahoon Museum celebrates American art in ways that expand knowledge, enrich the spirit, and engage the heart.