

Visitor Services Representative

The Visitor Services Representative provides enthusiastic customer service to all museum visitors and constituents, helps create a welcoming educational environment, ensures protection of works on display in the galleries, and supports Visitor Service Supervisor roles and museum operations as necessary. **Responsibilities include, but are not limited to:** Welcome and engage Museum visitors and constituents, orientate them to the Museum facility and introduce current exhibitions and programs (includes visitors to the museum, campus, public programs, and private groups). Look for opportunities for further engagement, exceeding expectations of routine customer service. Perform the role of Gallery Educator circulating through the galleries, engaging visitors in dialogue when appropriate, provide information on the exhibition, artists and campus history, while monitoring of security issues pertaining to the artwork and visitor surroundings. Stay current with changing gallery and exhibition information. Know key talking points about artworks and artist featured in the galleries. Must be comfortable standing and walking in the galleries whenever visitors are present during extended shift. Perform basic operations through the point of sale at the front desk and perform duties related to shop sales, including the accurate entry of all visitor information and fees collected into the Museum's admission system. Sell museum memberships, process applications and be knowledgeable about the benefits of membership in the Art Museum. Answer Visitor Services front desk telephone and email address, and provide accurate information. Keep Museum lobby, reception desk, storage areas, and galleries clean and orderly. Must be physically able to navigate multiple levels and safely move visitors with handicapped restrictions or strollers into and out of the Museum through the elevator.

Requirements: High School Diploma or GED required (BFA or MFA strongly preferred). Customer service experience required. Ability to work with the public, school personnel, students, and volunteers with ease and enthusiasm. Willingness to work flexible hours, including evenings and weekends. Computer experience required; additional training on specialized software is provided. Ability to manage several projects simultaneously.

For consideration, please submit a cover letter, resume and completed Employee Application to: Cranbrook – HR, P.O. Box 801, Bloomfield Hills, MI 48303-0801, or fax to (248) 645-3014, or email humanresources@cranbrook.edu. Our Employee Application can be downloaded from this [Employment Page](#).