

Visitor Services Supervisor – Art Museum

Provide enthusiastic customer service to all Museum visitors and constituents, ensure protection of works on display in the galleries, supervise visitor services representatives and oversee essential Museum operations as necessary. **Responsibilities include:** Welcome and engage all Museum visitors and constituents, orientate them to the Museum facility, and introduce current exhibitions and programs. Provide orientation and introduction to the museum and programs when necessary. Be responsible for cash register controls, including end-of-day reports and balancing receipts. Perform routine museum opening and closing activities which include locking / unlocking doors, checking for safety hazards, turning on / off certain building lights and exhibits, etc. Be responsible for the safety of the art objects on display and for the safety of the public while they are at the Art Museum. Perform an inventory of Museum exhibition pieces at end of day, recording any damage or displacement to pieces. Enter with accuracy all visitor information and events into the Museum's admission System. Additional duties as assigned. **Requirements:** High School Diploma required (college preferred). Effective customer service experience that demonstrates the ability to promote a positive customer/visitor experience is required. Experience must show the ability to positively and effectively work with the public with ease and enthusiasm. Willingness to work flexible, but scheduled, hours including weekends and holidays, with a commitment to work a minimum of 2-3 days per week. Proficiency in Microsoft Word and Excel for Windows and Google Drive required, with the ability to understand and work within databases preferred (specialized software training is provided). Must be able to maintain demonstrated proficiency with scheduling and admissions software and software updates. Must have knowledge and experience with handling cash, checks, and charges as a function of museum admission, membership and ticket sales.