

## Job Announcement

### Visitor Services Associate

#### Position Summary

National Museum of Women in the Arts (NMWA) seeks a part-time Visitor Services Associate to join the Visitor Services team. This position is responsible for processing ticket orders in person and over the phone, assisting visitors at the information desk and providing information about the NMWA, including its collections, exhibitions, and events. This position will staff both the ticket office and information desk. This position reports to the Senior Visitors Services Manager. Due to the museum reopening in October, this position will have a start date around September 25, 2023.

#### Responsibilities

Functions may include, but are not limited to:

- Approach and engage visitors as appropriate and communicate in a respectful and professional manner.
- Clearly communicate information on exhibitions, wayfinding, accessibility services, museum guidelines and etiquette.
- Provide information on, and encourage participation in, scheduled public programs.
- Work with Security, Curatorial, and Special Events staff to facilitate crowd control during busy hours.
- Sell tickets for museum admission and programs, selling/upselling memberships.
- Work well with a diverse group of staff and visitors.
- Ability to problem solve in a fast-paced environment.
- Observe and learn from visitors' feedback and behavior.
- Other duties as assigned.

#### Qualifications

The successful candidate will demonstrate the following skills/experience:

- Experience with the Tessitura Ticketing Software preferred but not required.
- Comfort using various technology.
- Approachable, friendly demeanor, with a commitment to exemplary customer service.
- Cash-handling, point-of-sale, and ticket experience strongly preferred.
- Dependable, adaptable, flexible, innovative team player, as well as a problem solver.
- Excellent written and verbal communication skills as well as detail- and task-oriented.
- Fluency in a second language is a plus.

If much of this job description describes you, then you are highly encouraged to apply for this role, even if you don't meet 100% of the qualifications. We recognize that it is highly unlikely for an applicant to meet 100% of the qualifications for a given role, and that every candidate brings unique experience and qualifications to a role. We are excited to meet you!

#### Compensation

The salary range for this position is \$18 per hour.

## **How to Apply**

Please apply through NMWA's online job application. To request accommodations in the application or hiring process, please notify NMWA's Human Resources department at [hr@nmwa.org](mailto:hr@nmwa.org).

The National Museum of Women in the Arts is an equal opportunity employer. To comply with tax and legal obligations all candidates must reside in Washington, D.C., Maryland, or Virginia. Candidates must be legally eligible to work in the U.S. without visa sponsorship by NMWA.