

Job Announcement

Visitor Services Coordinator

Position Summary

National Museum of Women in the Arts (NMWA) seeks a full-time Visitor Services Coordinator to join the Visitor Services team. This position is responsible for assisting the Senior Visitor Services Manager (SVSM) in day-to-day operations of the ticket office and information desk. As a member of the Visitor Services team, you will be a critical member of the NMWA team. You will help the museum run more efficiently by interacting with our guests; supporting museum programs and events; helping to resolve ticketing needs; and making NMWA a welcoming, exciting, and accessible space for all guests. This position will report to the Senior Visitor Services Manager and will have six to ten direct reports.

Responsibilities

Functions may include, but are not limited to:

- Work with the SVSM to ensure organizational consistency and customer satisfaction in museum entry and public operations.
- Serve as lead customer service representative in front-of-house area, assisted by Visitor Services Associates, Security, Shop staff, and volunteers.
- Monitor and assist in the day-to-day operation in the ticketing office and information/visitor services desk.
- Work at information/visitor services desk and ticket windows as needed.
- Ensure Visitor Services Associates are familiar with the museum's daily calendar of programs, events, tours, and VIP visits.
- Work with Special Events and Security departments to deliver a positive experience for visitors during facility rental setups.
- Collaborate with SVSM to refine policies and procedures as necessary to cultivate a culture of excellence.
- Assist in responding to general inquiries from NMWA website about hours, exhibitions, upcoming programs, visitor policies, accessibility needs, etc.
- Assist in maintaining stock of brochures and other collateral, ensuring appropriate items are available for visitors. Communicate with SVSM when stock is low to allow sufficient time for re-ordering materials.
- Maintain digital signage.

Qualifications

This position requires a Bachelor's degree or comparable experience in hospitality, communications, diplomacy, or other service/visitor engagement related field. The successful candidate will demonstrate the following skills/experience:

- Experience using the Tessitura Ticketing Software preferred, but not required.

- Experience in customer service-focused setting, previous customer service experience in a museum or arts organization setting highly desirable.
- High level of comfort with learning new technologies and assisting others with the museum's technology.
- Interest in or knowledge of art history and the visual arts preferred.
- Approachable, friendly demeanor, with a commitment to exemplary customer service.
- Cash-handling, point-of-sale, and ticketing experience strongly preferred.
- Dependable and adaptable, flexible, innovative, team player and a problem solver.
- Excellent written and verbal communication skills, must be detail and task oriented
- Graphic design experience is desirable.
- Foreign language and/or American Sign Language fluency 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 \$47,500 to \$52,500 annually and includes a benefits package.

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.

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.