

Job Announcement

Visitor Services Associate

Position Summary

The 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 NMWA's collections, exhibitions, and events. This position will staff both the Ticketing and Information Desk. This position reports to the Senior Visitors Services Manager.

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 programming for education and public programs.
- Work with security, curatorial, and special events staff to facilitate crowd control during busy hours.
- Sell tickets to the museum and programmatic events, selling/up-selling memberships.
- Work well with a diverse group of staff and guests.
- 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.
- Comfortable 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, and a problem-solving team player.
- Excellent written and verbal communication skills.
- Must be detail and task oriented.
- Fluency in a second language, 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.

The National Museum of Women in the Arts is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by federal, state, or local laws.

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.