

Job Announcement

Part-Time 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 and work closely with/report directly to the Visitor Services Coordinator. This position is responsible for processing ticket orders in person, assisting visitors at the information desk and providing information about NMWA — its collections, exhibits and events. This position will staff both 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 issues; and making NMWA a welcoming, exciting, and accessible space for all guests.

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 or during events set ups.
- Sell tickets to the museum and programmatic events, start original or renew previous memberships.
- Work well with a diverse group of staff and guests.
- Ability to solve problems in a fast-paced environment.
- Ability to recognize when management needs to get involved to help resolve situations.
- Observe and learn from visitors' feedback and behavior.
- Other duties as assigned.

Physical Demands and Working Environment

- Ability to remain in a stationary position for extended periods.
- Ability to lift/carry items that weigh up to 50 pounds.
- Fast-paced, high sensory, stimulating work environment due to constant noise and interaction with other staff and visitors.
- Punctuality and attendance required.
- Availability to work a combination of weekdays, weekends, some nights, and some holidays.
- Business Casual Dress code (masks are optional for visitors and staff).

Qualifications

The successful candidate will demonstrate the following skills/experience:

- High school diploma or equivalent experience.
- Experience with Tessitura Software is preferred.
- Comfortable using technology.
- 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 detailed and task oriented.
- Fluency in a second language, a plus.
- Ability to pass a background check.

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 \$18.50 per hour.

How to Apply

Please apply through NMWA's online job application.

<https://jobs.localjobnetwork.com/job/detail/80419877>

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.