

Job Announcement

Visitor Services Associate

Position Summary

National Museum of Women in the Arts (NMWA) seeks a part-time, weekends only Visitor Services Associate to join the Visitor Services team. This in-person position is responsible for assisting visitors and members with ticket orders, answering questions at the welcome desk, and providing information about NMWA — its collections, exhibitions, and events. This position will staff the Ticketing and Information Desk. The anticipated schedule is Saturday and Sunday, 9:30 am to 5:00 pm.

As a member of the Visitor Services team, you will be a critical part of the NMWA team and experience. 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. This position works closely with the Visitor Services Coordinator and reports directly to the Senior Visitor 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 visitor services, education, and public programs
- Work with security, curatorial, and special events staff to facilitate crowd control during busy hours or during event set ups
- Work with other departments to enforce museum policies
- Sell and redeem tickets to the museum and programmatic events
- Work with the membership team to start or renew memberships, communicate to members, and offer on-site assistance for member needs
- Work well with a diverse group of staff and guests
- Ability to problem solve in a fast-paced environment
- Ability to recognize when management needs to get involved to help resolve complex situations
- Observe, report, and learn from visitor feedback and behavior

- 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
- The main hours for this position are Saturdays and Sundays from 9:30 am to 5:00 pm. In addition to this, opportunities may arise for further shifts on weekdays, some nights, and some holidays. The museum is closed on Mondays, Thanksgiving Day, Christmas Day, and New Year's Day.
- Business casual dress code
- Other duties as assigned

Qualifications

This position requires a high school diploma or equivalent experience. The successful candidate will demonstrate the following skills/experience:

- Cash handling and point-of-sale experience
- Approachable, friendly demeanor, with a commitment to exemplary customer service and visitor experience
- Dependable and adaptable, flexible, innovative, team player, and problem solver
- Comfortable using technology
- Excellent written and verbal communication skills, must be detail and task oriented
- Experience with Tessitura Software or similar ticketing software a plus
- 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 \$18.50 to \$20 per hour commensurate with experience.

How to Apply

Please apply through NMWA's [online job application portal](#). 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.

Successful candidates will be subject to reference and background checks. 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.