

JOB POSTING

POSITION: Visitor Service Associate

REPORTS TO: Manager of Visitor and Volunteer Service & Manager of Museum Retail

The New Britain Museum of American Art, the first institution in the country to be designated as a museum of strictly American art, is looking for a part-time Visitor Experience Sales Associate. Under the supervision of the Manager of Visitor & Volunteer Services and the Manager of Museum Retail, Associates are the initial and primary point of contact with Museum guests and are responsible for ensuring positive guest experiences while maintaining the Museum's mission and standards.

Responsibilities include:

- Opening and closing of the Museum's front desk and/or Store as assigned for the day.
- Welcome guests with a professional and friendly demeanor.
- Maintain organized front desk and manage admission lines.
- Accurately manage POS systems for Museum admissions and/or Store sales.
- Maintain a thorough knowledge of all Museum programs and events.
- Support retail store operations by following merchandizing plans, actively work the sales floor to identify sales opportunities and engage guests to maximize sales.
- Support museum operations by maintaining a clean and friendly atmosphere.
- Assist with hospitality set-up at Museum special events.
- Provide organizational support and back up as coordinated by management.

Required Skills:

- Excellent communication and customer service skills.
- Proficiency in museum-wide Tessitura software program.
- Working knowledge of the museum's permanent collection, as well as featured exhibitions.
- Awareness of educational and community outreach programming.
- Ability to work independently and effectively with diverse groups of people.
- Ability to multi-task in a fast-paced environment.
- Competent with advanced computer skills.

Qualifications:

1. Schedule flexibility and a part-time commitment of sixteen to twenty-four (16 – 24) hours per week, including a minimum of one (1) weekend day and occasional holidays and evenings as assigned by management.
2. Ability to lift 20 lbs. and remain in a stationary position for duration of shift.
3. Ability to continuously perform such manipulative tasks as keying information into computer systems.
4. High school diploma or equivalent and a minimum of one year's experience in sales, customer service and cash handling required. College degree preferred.
5. Must adhere to the Covid-19 compliance, guidelines, and safe practices as outlined by the NBMAA
6. Use of smartphone for timesheet entry and team communication.

Please visit the New Britain Museum of American Art's website for a complete job description. If you would like an opportunity to work with us, please send a cover letter and resume to HR@nbmaa.org. Qualified applicants will go through an application process, interview process and must successfully complete a background check