

**Reports to:** Director of Development & Communications  
**Supervises:** Part Time Guest Services Assistants

**Status:** Full Time, Exempt

### **Mission & Description of the Metal Museum**

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The Metal Museum is the only museum of its kind in the country dedicated to preserving, promoting, and advancing the art and craft of fine metalwork. The Museum engages the metals community and the surrounding region through exhibitions, collections, studio practice, and community education and engagement. The permanent collection and exhibition programs reflect a wide range and mixture of metalsmithing, including ferrous and nonferrous metals, hollowware, jewelry, and architectural elements. With its unique focus on artwork and fine crafts made in metal, the Metal Museum helps initiate and promote dialogue and understanding of the field and its relevance in our modern culture.

### **Purpose**

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To develop and implement the Museum's visitor experience strategy, leading the Guest Services team to ensure that visitors to the Museum receive consistently high standards of customer care by overseeing all aspects of their visit, from initial contact to departure, including staff scheduling, staff training, and visitor and artist data.

### **Essential Functions and Responsibilities**

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#### **Administrative:**

- Receive and/or check all mail and deliveries, sort and place mail in mailboxes, and promptly inform employees of deliveries
- Assist with mailing and email lists for newsletters, mailings, appeals, etc.
- Assist with returned mail and updating constituent information as necessary
- Assist the Communications team with community calendars ensuring all current Museum programming is posted in a timely manner
- Assist with processing invoice payments for the Metals Studios, classes, workshops, tours, and other departments as needed
- Assist the Communications team with the general Museum email, responding or forwarding emails to the correct departments as needed
- Assist the Director of Development in hiring, managing, training, and scheduling Guest Services personnel
- Oversee maintenance and utilization of admissions and POS software; manage sales transactions, including tracking, reporting, cash management, and opening and closing procedures.
- Oversee requirements to sustain and grow third-party admissions partnerships such as 901 Student Passport Program, Cultural Pass Program, Blue Star Museum, etc.
- Spearhead audience evaluation projects and visitor surveys, as required.
- Ensure accurate and timely data entry for all departments, following established procedures and working collaboratively across the organization to develop new procedures
- Serve as a super user of Museum POS system, training staff across the Museum to empower them to handle basic tasks, defining and instilling best practices.
- Compile attendance data and prepare weekly reports, as well as quarterly board reports; streamline reporting to ensure accuracy, and establish best practices for data collection.
- Ensure data integrity and accessibility in collaboration with other departments.

### **Guest Services:**

- Work at the Front Desk, greeting and checking-in each Museum guest, member, vendor, and visitor and manage traffic flow for these visitors
- Ensure full coverage of public facing desks and the manager on duty for all Museum operating hours
- Build familiarity and rapport with frequent visitors, members, donors, and board members
- Promote the sale of membership to all non-members, and assist the Development team with timely renewals and upgrades for all members
- Utilize database, eTapestry, to verify status of visiting members and donors and record interactions according to established procedures
- Answer primary Museum telephone line, transferring callers to appropriate departments
- Maintain up-to-date knowledge of the Museum's history, exhibitions, and programs to provide visitors additional information as requested
- Respond to and resolve complaints and concerns with patience and professionalism, calling upon a supervisor for assistance when needed
- Maintain a clean and organized work environment that is shared with other employees and is visible to the public.

### **Institutional Responsibilities:**

- Support the Museum's mission, vision, values, strategic plan, and other institutional initiatives.
- Commit to a positive organizational culture based on mutual respect, cooperation, and openness to other's perspectives.
- Other responsibilities may include, but are not limited to, acting as an attendant for the galleries, monitoring the cleanliness of the buildings; and assisting with events.

### **Qualifications & Qualities of the Ideal Candidate**

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- Bachelor's degree in a related field preferred
- Minimum 2-years' experience in customer service, non-profit administration, or equivalent experience preferred
- Experience with data tracking, analysis, and ticketing software systems preferred.
- Strong written and verbal communications skills with proficiency in Microsoft Office Suite, Google Workspace, and Adobe Acrobat Pro.
- Excellent organizational and project management skills that reflect ability to prioritize and coordinate multiple projects while meeting deadlines.
- Ability to work with a diverse array of people, including Museum guests, supporters, clients, vendors, volunteers, and staff, in both large and small groups.
- Must be able to establish and maintain effective working relationships with staff, volunteers, and members of the public while always exercising tact and diplomacy and demonstrating sensitivity to cultural diversity issues.
- Experience in tourism and hospitality industry, foreign language skills, or CPR training, a plus.

### **Physical Requirements**

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The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to stand, walk and/or sit for long periods of time. They must have physical dexterity and the ability to carefully handle objects, as well as the ability to lift and move items of various weights and sizes. Position may have occasions to lift and/or move objects of 15-20 lbs.

### **Hours, Compensation, and Benefits**

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The work week for this position is Tuesday through Saturday, 9:30AM – 5:00PM. Additional hours (nights and weekends) may be required. All full-time staff are expected to be available to assist with Museum events. All Museum staff must be available the week of Repair Days, which is held annually in the fall.

The salary starts at \$45,000. Salary is contingent on experience and ability. Benefits include health insurance and a 3% Simple IRA employer match after 2 years of employment.

### **To Apply**

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Send a cover letter detailing fit and interest in position, resume, and three references to Quamesha Brown, at [quamesha@metalmuseum.org](mailto:quamesha@metalmuseum.org). Please reference “Guest Services Manager” in the subject line. A writing sample may be requested as part of the interview process. **Please, no phone calls.**

The Metal Museum is committed to building a culturally diverse staff and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.