



## Job Description Guest Services Assistant

**Reports to:** Operations Manager

**Status:** Part time, Non-Exempt

### **Mission and 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 program 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 serve as the first face and voice of the Metal Museum, ensuring high quality customer service for all constituents including visitors, tour groups, class and event participants, clients, members, donors, and volunteers. Energy, enthusiasm, and an interactive demeanor are all required for this position.

### **Essential Functions and Responsibilities**

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#### **Guest Services**

- Staff the Library Desk or Front Desk as needed, greeting and checking-in each Museum guest, member, vendor, and visitor and manage traffic flow for these visitors, and answering any questions they may have
- Answer primary Museum telephone line, transferring callers to appropriate departments
- Maintain proper guest services and cash handling procedures
- Maintain up-to-date knowledge of the Museum's history, exhibitions, and programs to provide visitors additional information as requested
- Recognize and resolve conflicts in a patient and professional manner
- Respond to and resolve guest complaints and concerns with patience and professionalism, calling upon a supervisor for assistance when needed

#### **Administrative**

- Maintain cleanliness of the Museum
- Other duties as assigned

### **Qualifications**

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- High School Diploma, GED, or equivalent required
- Experience in customer or client service preferred
- Interest in museums, metalworking, and visual arts strongly desired
- Exceptional interpersonal and communication skills are essential
- Ability to work with a diverse array of people, including Museum guests, supporters, clients, vendors, volunteers, and staff, in both large and small groups

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

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This is a part time position. Although days are flexible, the ideal candidate will be able to work Saturdays and Sundays. Additional hours (evening and weekends) may be required. Compensation commensurate with experience, with a range of \$15-18/hour.

### **To Apply**

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Send a cover letter, resume and one to two references to Quamesha Brown, Operations Manager, at [quamesha@metalmuseum.org](mailto:quamesha@metalmuseum.org). Please reference "Guest Services Assistant" in the subject line. 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. We strongly encourage LGBTQIA+ individuals, Black, Indigenous and people of color to apply.