



Job Description

Guest Services Associate

Reports to: Guest Services Manager

Status: Part time, Non-Exempt

Mission and Description of the Metal Museum

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

To serve as the first face and voice of the Metal Museum, ensuring high-quality customer service for every visitor. Energy, enthusiasm, and an interactive demeanor are all required for this position.

Essential Functions and Responsibilities

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
- Promote the sale of membership to all non-members, and encourage timely renewals and upgrades for all members
- Answer primary Museum telephone line, transferring callers to appropriate departments
- Maintain up-to-date knowledge of the Museum's history, exhibitions, and programs
- Maintain proper guest services and cash handling procedures
- 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
- Maintain a clean and organized work environment that is shared with other employees and is visible to the public

Administrative

- Receive and/or check all mail and deliveries and make sure mail is sort and placed in mailboxes and employees are promptly informed of deliveries
- Facilitate event and class registration with the assistance of the education department
- Maintain a thorough knowledge of frequently sold work in the Museum Store and a base knowledge of all other artists and products
- Assist with processing payments for the Metals Shop, for classes, workshops and tours and for other departments as needed
- Assist with data entry in the donor database, Altru
- Assist with projects for other departments, such as marketing, development, or education
- Monitor Museum cleaning and office supplies, submitting orders to the Guest Services Manager as needed
- Maintain cleanliness of the Museum
- Other duties as assigned

Qualifications

- High School Diploma, GED, or equivalent required
- Minimum 2 years' experience in customer or client service preferred
- Interest in museums, metalworking, and visual arts strongly desired
- Exceptional interpersonal, organization and communication skills are essential
- Attention to detail is required
- Cash handling and POS experience is preferred
- Proficient in several computer programs, including but not limited to Office Suite, Gmail, and web applications
- Previous database experience is a plus, but not required
- Ability to work with a diverse array of people, including Museum guests, supporters, clients, vendors, volunteers, and staff, in both large and small groups

Physical Requirements

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 up to 15-20 lbs.

Hours, Compensation, and Benefits

The typical work week for this position is 20 hours per week, 10:30 AM – 5:00PM. Scheduled days are subject to change based on institutional demand and availability. 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 before, during, and after Repair Days, which is held annually in the fall.

Compensation is contingent on experience and ability. Part-time employment hour rate is \$17-\$19/hour.

To Apply

Please submit the following materials in **one PDF document**:

- Resume
- Three references

Email your application to careers@metalmuseum.org with “Guest Services Associate” in the subject line. No phone calls, please.

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.