



Job Description Guest Services Assistant

Reports to: Operations 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 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

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
- Promote the sale of membership to all non-members, and encourage timely renewals and upgrades for all members
- Utilize database, eTapestry, to verify status of visiting members and donors and recording interactions according to established procedures
- 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
- 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

Administrative

- Receive and/or check all mail and deliveries and make sure mail is delivered to the Operations Manager and employees are promptly informed of deliveries
- 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 invoice payments for the Metals Studios, classes, workshops, and tours, and for other departments as needed
- Monitor Museum cleaning and office supplies, submitting orders to the Operations Manager as needed
- Maintain cleanliness of the Museum

- Other duties as assigned

Qualifications

- 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

This is a part time position. Although days are flexible, the ideal candidate will be able to work Tuesday through Thursday or Friday through Sunday, 10:30 AM – 5:00 PM. Additional hours (evening and weekends) may be required. Compensation commensurate with experience, with a range of \$15-18/hour.

To Apply

Send a cover letter, resume and one to two professional references to Quamesha Brown, Operations Manager, at quamesha@metalmuseum.org. **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.