

Title	Visitor Services
Summary	<p>Bergstrom-Mahler Museum of Glass is committed to ensuring our guests have a positive experience by creating a friendly, welcoming environment. The museum seeks to build its team of Visitor Services staff who will maintain our standards of excellence and dedication to our guests and exhibitions.</p> <p>Visitor Services staff are typically the first point of contact with our visitors. This requires the staff member to maintain an excellent level of customer service, personal presentation and professional standards. This person will assist and serve our visitors as they view the exhibitions while maintaining a safe and secure environment within the museum for both visitors and artwork.</p>
FLSA Status	Hourly, Part time up to 20 hours/month, weekends required
Relationships	<p>Reports to: Assistant Director Works with Internal: All Museum staff Works with External: Museum visitors, Museum members</p>
Job Duties	<p>Acts as a professional representative of the museum, greeting visitors and creating a welcoming experience Opens and closes the building with the ability to operate the building security system Circulates throughout the museum reporting any physical/maintenance needs, as well as providing security for visitors and artwork Works primarily weekends, with evenings and special events as needed Performs first response safety and evacuation procedures when necessary, contact emergency personnel and supervisory staff as needed Attends training and meetings provided by the museum staff to increase knowledge of new and existing exhibitions and policies Ensures an adequate supply/display of current publications Oversees and monitors the security and public safety needs for the building inside and outside</p>
Essential Skills	<p>Possess a high degree of personal integrity Strong interpersonal and communication skills with visitors, volunteers and staff Reliability Customer service skills and experience, including money handling Ability to add, subtract, multiply, divide Proficient with Microsoft Office, credit card operation, and office equipment Positive, helpful demeanor and willing to learn new information 18 years of age or older A high school diploma or equivalent is required Certified or willing to become CPR/AED certified upon employment</p>
Authority	No direct reports.
Environment & Working Conditions	<p>Bergstrom-Mahler Museum of Glass is an equal opportunity employer professionally accredited by AAM Staff collaboration is part of the culture Duties of this job require the employee to move throughout the building and operate a variety of equipment Specific vision abilities required. Able to operate light office equipment, lift 25 lbs., lock and unlock doors, perform light maintenance if circumstances require it Able to walk actively throughout a three level building to interact with visitors and monitor collections</p>
Position Measurements	<ul style="list-style-type: none"> • Timeliness, ability to meet deadlines, ability to communicate and work well with others • Reliability, dependable for shifts scheduled • Accuracy, thoroughness and attention to detail • Self-directed, disciplined, confidential and operates with high integrity
Date Created:	3/18/2019
Apply	Open until filled: Send all inquiries with a cover letter, cv/resume and three references to John Timmer, Assistant Director, timmer@bmmglass.com