



Visitor Services at Bergstrom-Mahler Museum of Glass

Summary

Bergstrom-Mahler Museum of Glass is an art museum with glass-focused programming. We provide extraordinary glass experiences to spark fun, kindle creativity, and illuminate learning for all. The museum has stunning glass, including antique paperweights, Germanic drinking glasses and jaw-dropping contemporary glass sculpture. The museum also offers a schedule of temporary glass exhibitions, as well as studio classes in glass for youth and adults. Your museum is the global gathering place where lives are enriched and transformed by glass.

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 with staff who will maintain our standards of integrity, excellence and dedication to our guests, exhibitions, and colleagues.

Purpose

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.

Hourly Part Time starting at \$15 per hour, part time up to 20 hours per month, weekends required

Job Duties

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, provides security for visitors and artwork.
Works primarily weekends, with evenings and special events as needed.
Performs first response safety and evacuation procedures, contact emergency personnel and supervisory staff as needed.
Attends training and meetings provided by the museum 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.

Essential Skills

Possess a high degree of personal integrity and reliability.
Strong interpersonal and communication skills with visitors, volunteers and staff.
Customer service skills and experience, including money handling.
Ability to add, subtract, multiply, and 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.

Environment & Working Conditions

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.
Able to walk actively throughout a three level building to interact with visitors and monitor collections.

Position Measurements

- 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.

Send all inquiries with a cover letter, cv/resume and references to John Timmer, Assistant Director, timmer@bmmglass.com