



## Job Posting

Date: September 8, 2021

### Visitor Services Associate (Part-time)

Kirkland Museum of Fine & Decorative Art, in Denver, Colorado, allows visitors to time travel through about 150 years of art. The evolving collections contain over 30,000 works by more than 1,500 artists and designers, with about 4,400 works on view. The three principal collections are all shown together in salon style:

- A celebrated international decorative art collection from about 1870 to the present with examples of every major design period Arts & Crafts to Postmodern.
- Colorado and regional art from about 1845 to the present.
- A retrospective of Colorado's distinguished painter, Vance Kirkland (1904–1981).

We currently have two openings for Visitor Services Associates. We seek experienced, detail-oriented candidates who enjoy connecting with people, with art and have excellent customer service skills.

Visitor Services Associates are responsible for enhancing the Museum visitor's experience by offering exceptional customer service at the Welcome Desk, in the Museum Store and throughout the galleries.

**Schedule:** Part-time, 13 hours per week including Sundays, with occasional evenings and additional hours for special events and programs. We seek an individual that can work shifts that meet the needs of the Museum; flexible and/or consistent scheduling may be available.

**Compensation:** \$14.77 per hour. We offer 401(k) and sick time off to part-time employees.

#### **Responsibilities and Duties**

##### **Welcome Desk and Galleries**

Assist with the opening and closing of the Museum

- Greet and orient visitors to the collection and facility
- Sell admission tickets and memberships at the point of sale
- Answer patron questions, comments, complaints and inquiries
- Report safety and security concerns to Visitor Services Leads and other staff
- Provide a friendly, knowledgeable staff presence in the galleries
- Ensure public spaces are presentable and safe for visitors and staff
- Help enforce visitor guidelines, policies and safety measures
- Assist with the arrival and orientation of large groups
- Administer visitor experience surveys and evaluation as directed
- Monitor the parking lot and validate patron and volunteer parking
- Distribute and maintain stock of visitor handouts



## **Museum Store**

- Provide exemplary customer service
- Process accurate retail sales and complete cash register transactions
- Demonstrate product knowledge to assist customers and promote sales
- Perform regular merchandise inventories and spot checks as directed
- Maintain a friendly and helpful environment for visitors
- Unpack, tag and stock merchandise
- Assist with shipping and handling of customer items as needed
- Organize and stock Museum Store back counter and storage areas
- Help maintain visually appealing merchandise displays
- Monitor visitor activity to ensure safety and deter theft
- Tidy Museum Store by regularly dusting, organizing and replenishing displays
- Report visitor feedback and special requests to store buyer
- Help promote museum memberships, events and special exhibitions at check-out

## **Qualifications and Skills**

- High school diploma or GED required; some college preferred
- Prior experience with ticketing or retail sales required, preferably in the arts
- Computer literacy and experience with point of sale systems required
- Outgoing, professional demeanor
- Data entry experience is a plus
- Ability to multi-task and think on one's feet
- Prior knowledge of ceramics, jewelry and industrial design objects a plus
- Must be able to take direction and work independently and as part of a team
- Exceptional writing and verbal skills
- Competency in Microsoft Suite including Word, Excel and Outlook
- Ability to learn new software quickly, experience with TAM Retail preferred
- Art History and/or Museum Studies background a plus

## **COVID-19 Precaution(s):**

- In-person interviews will be conducted in a well-ventilated meeting area with all participants masked and socially distanced.
- Kirkland Museum is operated in accordance with guidelines established by the Colorado Department of Public Health and the Environment (CDPHE) and the City and County of Denver.

## **How to Apply**

Qualified candidates are invited to send their resume with a cover letter. Please include your schedule flexibility. Email to [resumes@kirklandmuseum.org](mailto:resumes@kirklandmuseum.org). Resumes will be accepted until all positions are filled.



Final candidate will be subject to a background check, pre-employment drug screen. Please, no phone calls.

As an equal opportunity employer, Kirkland Museum is committed to advancing diversity within our organization. We are dedicated to creating and maintaining an inclusive and supportive work environment and providing employment opportunities to all qualified individuals. Kirkland Museum does not discriminate based on race, gender, sexual orientation, religion, nationality, ethnicity and every other attribute that makes us unique. We encourage individuals of all backgrounds to apply.

Kirkland Museum staff take pride in our standard of excellence; we are incredibly invested in our work and one another and are passionate about and inspired by the collection. The Museum's culture is built on the enjoyment of working collaboratively and supportively, where each staff member brings value or unique traits to the table.