



JOB POSTING

Date 2/17/2023

Visitor Experience Associate I (Part-Time)

Kirkland Museum of Fine & Decorative Art inspires people through the beauty of art and design presented in a unique and approachable way. The Museum carries on the curatorial vision established by Founding Director & Curator Hugh Grant (b. 1945), who was influenced by artist and educator Vance Kirkland (1904–1981). The Museum serves the general public and scholars through exhibitions, the loan of works and public programs.

The Visitor Experience Associate provides a warm and welcoming environment to our visitors. Offering assistance around visitor amenities and orienting guests to provide an elevated and meaningful visitor experience at the Welcome Desk, in the galleries and in the Museum Store.

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.

Responsibilities

Welcome Desk

- Greet, welcome and orient visitors, offering friendly assistance. Providing excellent customer service in an authentic and engaging manner. Answer questions, address comments & concerns. Assist guests with special accommodations
- Process admission transactions, membership purchases and retail matters using TAM Retail software. Verifying ticket and membership purchases using online Wufoo forms. Applying appropriate discounts and practicing proper cash-handling procedures
- Promote and advocate for Museum membership sales, looking for opportunities to create meaningful connections with visitors and invite them to support the institution through purchasing an annual membership
- Monitor galleries for the security of the collection and ensure that all guests abide by the Museum guidelines while providing a friendly and knowledgeable staff presence
- Assist with the opening and closing of the Museum
- Assist with the arrival of large groups, getting groups oriented and checked in
- Report safety and security concerns to security personnel and senior staff
- Monitor the parking lot and validate patron parking

Museum Store

- Provide exemplary and authentic retail customer service, with the ability to speak to the mission and brand of the Museum
- Process accurate retail sales and complete cash register transactions using TAM Retail software and practicing proper cash handling procedures
- Demonstrate the ability to provide customers with product knowledge, assist patrons in product selection and promote overall sales
- Maintain a friendly and helpful experience for customers, both in person, online and via telephone
- Maintain and create visually appealing merchandise displays, including attention to organizing and regular cleaning
- Assist with tagging new inventory as received
- Perform regular merchandising, replenishment, and stocking of inventory as directed
- Assist with shipping items as directed

- Maintain and organize Museum Store back counter and storage areas
- Monitor visitor activity to ensure safety and deter theft
- 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
- 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
- Must be comfortable standing and walking in the galleries whenever visitors are present
- Must positively reflect Kirkland Museum's level of professional appearance and demeanor
- Physical requirements: Lifting/Carrying - heavy work may include routine lifting of a maximum weight of 50 lbs. Combination of sitting, standing, walking and climbing on a ladder

Schedule: Part-time, 13 to 19 hours per week, including weekends, 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.

Pay: \$18.00 per hour

Benefits

- Paid Birthday Holiday
- Free parking per shift
- Thanksgiving Holiday (the day after) 1.5x regular pay
- Sick pay
- 401(k) Retirement Plan
- Complimentary Kirkland Museum admission tickets for friends and families

How to Apply

Qualified candidates are invited to email their resumes with a letter of interest. Visit our About Us page at KirklandMuseum.org. Send resumes to resumes@kirklandmuseum.org. Resumes will be accepted until the positions are filled.

Final candidate will be subject to a background check and 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 of Fine & Decorative Art does not discriminate against any person or organization based on race, sex, creed, color, religion, national origin, native language, ancestry, marital status, gender, sexual orientation, transgender status, gender identity, gender expression, genetic information, age, veteran status, military status, political service, affiliation, or disability.