



Title: Visitor Experience Associate I

Department: Visitor Services

Status: Non-Exempt, Regular, Part-Time, Hourly

Supervisors: Director of Visitor Experience

Position Description: The Visitor Experience Associate I position's primary responsibilities is to maintain the Museum of Northern Arizona's public facilities in a condition of operating excellence, cleanliness, and safety to maximize facility use by visitors and staff. Public facilities includes the interior and exterior of the Museum's Exhibit Building, Colton House, Pearson Building, and other grounds locations as related to public use.

Position Responsibilities:

- Consistently perform daily custodial tasks in assigned public facility areas including: empty trash and recycle containers, remove visible dirt and debris from floors, wet mop all hard surface floors, rearrange furniture, and clean and sanitize restrooms.
- Consistently perform periodic custodial tasks in assigned area including: low and high dusting, window cleaning, and wiping down furniture and work surfaces.
- Perform seasonal tasks including: snow and ice removal, and policing grounds for trash.
- Assist in event set-up as needed, especially for Museum events, facility rentals, and festivals.
- Other responsibilities include replacing light bulbs as needed and monitoring general conditions of furniture and equipment used in public facilities.
- Maintain a level of cleanliness and safety excellence for the enhancement of the visitor experience.
- Communicate immediately any unsafe working condition, broken equipment, or any issue requiring the submission of a work order.

Other Functions:

- Provide quality customer service for Museum visitors by creating a welcoming, friendly, and professional visitor experience, and serves as an advocate for Museum resources, programs, and services.
- Assist as needed in processing admissions, orienting visitors to Museum programs and activities, answering switchboard calls, and other responsibilities related to Visitor Services daily tasks.
- Other duties as needed.
- Attend training sessions as needed.

Abilities, Skills, and Knowledge:

- Ability to handle physical activity, including set-up and tear-down for events and programs required.
- Ability to lift and carry heavy furniture and supplies, and stand for specific time durations required.
- Operate powered equipment including snow blowers and leaf blowers in accordance to applicable regulations and safety procedures.



- Proven work experience in customer service and cash management required.
- Knowledge of Microsoft Office required.
- Good written and verbal communication skills required.
- Ability to take direction and work with others in a collaborative team environment.

Education and Other Requirements:

- High school diploma or equivalent required; college degree preferred.
- Current Arizona Driver's License required.
- Proven interest in working within a museum environment required.

Work Schedule and Uniform:

- 20 to 25 hours per week. Flexible schedule required, including nights, weekends, and holidays as needed.
- Uniform will be provided by Museum, and is the responsibility of the employee to neatly maintain appearance of uniform.

To apply: Send a cover letter and resume to Jill Thomas at employment@musnaz.org. Email is the preferred method of application submission. If you are not able to submit your application via email, please call Jill Thomas at 928-774-5211, ext. 203 to receive additional instructions for application submission.



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