**Title:** Visitor Services & Special Events Associate (Assistant)

**Department:** Visitor & Special Events

**Status:** Non-Exempt, regular part-time, hourly

**Supervisor:** Visitor & Special Events Manager

**Position Description**: The Visitor Services & Special Events Associate position’s primary responsibilities include providing customer service support, event preparation, facility rentals, and/or tours, along with occasionally assisting in the Museum Shop and Bookstore.

**Position Responsibilities:**

* Event set up and break down at multiple venue locations of tables, chairs, equipment, A/V, etc.
* Staff morning, afternoon, or evening events as scheduled
* Transport event equipment between venue locations
* Communicate with other staff and/or departments on event needs, venue maintenance, etc.
* Provide quality customer service for Museum visitors and event attendees by creating a welcoming, friendly, and professional visitor experience, and serves as an advocate for Museum resources, programs, and services.
* Administrative responsibilities as assigned, such as reports, document edits, etc.
* Oversee Museum entrance activities, including processing admissions and cash handling, orienting visitors to Museum programs and activities, answer switchboard calls, and other responsibilities related to Visitor Services daily tasks.
* Collect and distribute daily interoffice mail
* Communication with marketing on updates needed to visitor literature
* Occasional admin duties as assigned, such as reports, document edits, etc.
* Ensures a safe and secure Museum environment for visitors, staff, collections, and facilities;
* Follows established security systems and procedures including visitor oversight, fire and intrusion alarms, monitoring security systems, and providing phone assistance to emergency services when necessary.
* Contribute in maintaining a clean environment within the Museum for optimal visitor experience with light custodial activities.
* May assist in Museum Shop and Bookstore as needed with customers and sales processing. Responsibilities include assisting customers and processing sales.
* Other duties as needed.

**Abilities, Skills, and Knowledge:**

* Ability to handle physical activity, including bending, stooping, standing, and sitting for extended periods of time.
* Ability to lift up to 30 pounds, and stand for specific time durations required.
* Proven work experience in customer service and cash management required.
* Knowledge of Microsoft Office required.
* Good written and verbal communication skills required.
* Ability to work with others in a collaborative team environment.

**Education:**

* High school diploma or equivalent required.
* Proven interest in working within a museum environment required.

**Work Schedule:**

* 20 to 25 hours per week. Flexible schedule required, including early mornings, nights and weekends as needed.

**To apply:** Send a cover letter and resume to Jill Thomas at [employment@musnaz.org](mailto: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 at 928-774-5211, Ext. 203 to receive additional instructions for application submission.