**Title:**Visitor Experience Associate

**Department:** Visitor Services

**Status:** Part Time, Seasonal

**Supervisor:** Director of Visitor Experience

**About the Museum of Northern Arizona**

Founded by scientist Harold Colton and artist Mary-Russell Ferrell Colton in 1928, MNA is an AAM Accredited museum that celebrates the intersection of art & science within the context of the natural and cultural heritage of the Colorado Plateau. The organization’s 200-acre campus includes an exhibition building showcasing the geology, anthropology, cultures and art of the region, as well as scientific research facilities, a Platinum LEED-certified collections center, and numerous historical and operational buildings. MNA is responsible for a diverse collection of nearly 850,000 objects in subject areas that encompass Natural Sciences, Native American archaeological and ethnographic material, and works of Fine Art in addition to extensive library and archive collections.  The Museum works in collaboration with native peoples of the region to protect and foster their cultures, traditions, and beliefs by encouraging artistic expression and supporting, empowering, and educating visitors about their art and culture.

**About the Department**

The Visitor Experience department welcomes and services the thousands of visitors that come to the Museum of Northern Arizona each year by managing the following core areas: Visitor Services, Group Tours, Retail Operation, Events, and Gallery Security. Our diverse and talented team greet visitors, sell tickets on the frontline, book group visits, oversee event and rental operation, provide gallery security, and assist with the customer service and general operation of the Museum Shop. We are located at the Museum’s Exhibit Building and our priority is to ensure that our visitors have the best possible experience, whether they are interacting with us in-person, on the phone, or via email.

**Position Description**

The Visitor Services Experience Associate is an integral part of the Visitor Experience Team, and is the primary point of contact for members and visitors. The Visitor Experience Team is responsible for prioritizing the visitor experience in all actions to give our visitors an exceptional encounter with the science and art of the Colorado Plateau. The position responsibilities are as follows: greeting visitors, selling tickets, processing online ticket sales, selling memberships, booking tours, assisting with special events and rentals, patrolling the galleries, customer service in our retail location, and adhere to the health protocols in place to help combat the spread of COVID-19. The position is part-time, through October. Weekends and evening availability are required.

Successful candidates have a strong sense of hospitality, enjoy working with the public, team-oriented, and have a sincere connection with the mission of the Museum.

**Primary Responsibilities and Duties**

* As the first line of contact, deliver superior customer service, providing a gracious welcome and orientation to the Museum.
* Handle visitor operations in public spaces throughout the Museum, including visitor services, retail operations, group tours, gallery patrol, public programs, and rentals.
* Visitor Services duties include checking in visitors with advance reservations and walk-ins, answering general questions, processing memberships, conveying visitor policies and maintaining a clean environment for visitors and fellow colleagues.
* Assist in managing group tours, including all operations and correspondence involved with booking, billing, group entry, and visit needs.
* Patrol galleries to ensure visitors are adhering to the Museum’s policies and enforce as needed, along with monitoring the overall security of the Museum and its collections.
* Work within the Museum’s retail operation to assist customers with answering questions, purchase transactions, restocking, and other duties as needed.
* Provide operational support to the planning, set-up and tear-down of public programs and special events.
* Assist in managing and running rental requests, including planning, booking, client interaction, helping with set-ups and tear-downs, and monitoring activity and security during the timeframe of the event.
* Adhere to the health and safety protocols in place to help combat the spread of COVID-19.

**Experience and skills required**

The ideal candidate should have visitor or guest service experience (preferably in a non-profit, cultural setting), must possess excellent customer service skills; work well with a diverse groups of colleagues, and be flexible to the changing needs of each day. Organizational skills and attention to detail is required.

Computer skills are essential. Must be able to learn quickly and adapt to the ticketing and customer relationship software. Parts of the position require physical labor including cleaning, vacuuming, standing and the moving of equipment, chairs and tables, etc.

**Working conditions**

This position is part-time, seasonal (through October 2021) and you must have the ability to work evenings and weekends. Salary is $15 an hour.

**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 have any questions, please call Jill at 928-774-5211, ext 203.