



MUSEUM of
NORTHERN
ARIZONA
Celebrating the Colorado Plateau

Title: Visitor Experience Associate

Department: Visitor Experience

Status: Part time, Hourly, Temporary (May – September), \$15.50/hour

Supervisor: Manager of Visitor Services

Position Description: Works under the direction of the Manager of Visitor Experience. Responsible for providing customer service support at Visitor Services and Retail stations, along with assisting in event preparation, facility rentals, and custodial needs.

Position Responsibilities:

- 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.
- 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 processing general admission, answering general questions, processing memberships, conveying visitor policies and maintaining a clean environment for visitors and fellow colleagues.
- 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.
- Contribute in maintaining a clean environment within the Museum for optimal visitor experience with light custodial activities such as vacuuming, stocking and cleaning restrooms. Adhere to the health and safety protocols the Museum has in place to help combat the spread of Covid-19.
- Flexible work schedule required, including evenings and weekends.
- 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.
- 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 required.



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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.

Other Requirements:

Must be fully vaccinated for COVID -19

How to apply:

Please submit a cover letter and resume to employment@musnaz.org. Email is the preferred method of application submission. If you have further questions, please contact Jill Thomas at 928-774-5211, ext 203.