



Title: Visitor Experience Associate

Department: Visitor Experience

Status: Non-exempt Full time, Hourly

Supervisor: Visitor Experience Manager

Salary: \$19.44/hour

Position Description:

The Visitor Experience Associate is an integral part of the Visitor Experience Team and is the primary point of contact for members and visitors. The position responsibilities include greeting visitors, selling admission and event tickets, selling memberships, assisting with special events and rentals, patrolling the galleries, customer service in our retail location, and adhering to the health protocols in place to ensure a clean workplace environment.

Major Tasks and Responsibilities:

- 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 all aspects of visitor experience, retail operations, handling cash and processing credit cards, group tours, gallery patrol, public programs, and rentals.
- Visitor Experience 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 tour experiences during tour group visits.
- Patrol galleries to ensure visitors adhere 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, sales 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 client interaction, helping with set-ups and tear-downs, and monitoring activity and security during the timeframe of the event.
- Assist with custodial duties in the exhibits building.
- Other duties as assigned.

The Visitor Experience Team is responsible for prioritizing the visitor experience in all actions to provide our visitors with an exceptional visit to the Museum of Northern Arizona.

Key Relationships:

- Will be the first to greet members, board trustees and visitors.
- Reports to the Visitor Experience Manager.



- Works closely with the Visitor Experience Assistant Manager.
- Will interact with the Development Team and Public Programs team for special events.

Education / Experience and Other Requirements:

- Must have at least two years of visitor or guest service experience (preferably in a non-profit, cultural setting).
- Must possess excellent customer service skills, work well with a diverse group of colleagues, and be flexible to the changing needs of each day.
- Organizational skills and attention to detail are required.
- Parts of the position require physical labor including cleaning, vacuuming, standing and the moving of equipment, chairs and tables, etc.

Abilities, Skills and Knowledge:

- 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.
- Computer skills are essential. Must be able to learn quickly and adapt to the ticketing and customer relationship software.
- This position is full-time, and you must have the ability to work evenings, weekends, and holidays.

Working conditions:

The Museum is open 6 days a week and closed 3 days a year: New Years Day, Thanksgiving Day and Christmas Day. The position requires you to work 35-40 hours per week, including occasional evenings and early morning shifts for tours and events. Work is primarily in the Museum Exhibits Building, but will have occasional duties on the MNA campus, including outdoors.

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.

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