



**MUSEUM of
NORTHERN
ARIZONA**

Celebrating the Colorado Plateau

Title: Visitor Services Lead Associate

Department: Visitor Services

Status: Full time, Non- Exempt

Supervisor: Visitor Services Manager

Salary: \$22.00/hour

Position Purpose:

The Visitor Services Team is responsible for prioritizing the visitor services in all actions to provide our visitors with an exceptional visit to the Museum of Northern Arizona. In addition to the Visitor Services Associate Duties, the Visitor Services Lead Associate will act as manager on duty when the VS Manager is absent. In coordination with the VS Manager, they will ensure there is 7 days a week onsite leadership for the Visitor Services team.

Responsibilities:

- Handle visitor operations in public spaces throughout the Museum, including all aspects of visitor services, retail operations, handling cash and processing credit cards, group tours, gallery patrol, public programs and rentals.
- As the first line of contact, deliver superior customer service, providing a gracious welcome and orientation to the museum.
- This position will act as manager on duty when the VS Manager is off.
- Responsible for the opening and closing of the Museum when scheduled.
- Provide operational support to the planning, set-up, and tear-down of public programs and special events.
- Visitor Services duties include checking in visitors with reservations and walk-ins, 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 operations to assist customers with answering questions, sales transactions, restocking, and other duties as needed.
- Admin duties as assigned, such as scheduling/assigning tasks, keeping a shared calendar, reports, document edits, etc.
- Complete projects assigned independently and in a timely manner.
- Other duties as needed.

Key Relationships:

- Works under the direction of the Visitor Services Manager.
- Works closely with other VS Lead Associate.
- Works closely with Gift Shop Manager.
- Works closely with the Education Department.
- Works closely will all departments to implement internal and external functions.
- Maintains positive relationships with docents, volunteers and members.

Education and Services Requirements:

- Services in customer service, cash handling, and event management is required.



- Ability to work weekends (see schedule below) and some early openings and evenings.
- Position contingent upon a satisfactory background check.
- Services with security systems and safety procedures is preferred.
- Certification in Basic First Aid and CPR preferred.

Abilities, Skills, and Knowledge:

- Friendly, enthusiastic, positive and outgoing personality.
- Strong diplomacy, conflict resolution, and stress management skills.
- Knowledge of Microsoft Office is required.
- Excellent written and verbal communication skills required to communicate effectively and positively with Museum visitors, staff, volunteers, and others.
- Ability to work with others in a collaborative team environment.
- Aptitude for using security systems, radio, audio/video, and similar equipment.
- Ability to handle physical activity, including bending, stooping, standing, sitting for extended periods of time, carry a minimum of 30 pounds, climb stairs, and perform other functions requiring mobility.

Work Schedule:

- Work 35-40 hours per week, **Friday through Tuesday**, including occasional evenings and early morning shifts for tours and events. Work 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 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.

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