



VISITOR SERVICES ASSOCIATE

(part-time, 28 hours/week)

The Baltimore Museum of Art (BMA) seeks an enthusiastic, customer-service oriented individual to create and foster a positive and welcoming experience for BMA visitors and members. The ideal candidate will have impeccable communication and problem-solving skills and will be comfortable managing multiple priorities while working in a public-facing, team-based environment.

RESPONSIBILITIES

Responsibilities include:

- Providing exemplary customer service to BMA visitors and members
- Promoting repeat visitation, program participation, works in the museum's collection on view, and Museum membership
- Collecting visitor data and feedback
- Assisting visitors with parking-related processes
- Fielding phone calls from visitors with questions
- Serving as a liaison between visitors and BMA colleagues
- Efficient and effective communication with other front of house teams including Security, Facilities, and the BMA Shop
- Performing daily visitor services operations at the Box Office, Coat Check Room, and Information Desk
- Maintenance responsibilities include disinfecting the information desk, phones, laptops, and touchscreen surfaces

This part-time, non-exempt position reports to the Visitor Experience Manager in the Marketing & Experience Division. The incumbent will be scheduled to work 28 hours per week between the hours of 9:15 a.m.-5:15 p.m. Thursday through Sunday, with some additional evenings required.

QUALIFICATIONS

- Bachelor's Degree preferred or professional experience equivalent
- Minimum 1-3 years cash handling experience and 3-5 years customer service experience
- Excellent written and verbal communication skills and strong interpersonal skills
- Advanced working knowledge of Microsoft Office suite and familiarity with email and internet applications
- Experience using PCs and working with multi-line phone system, photocopier, fax machine, and scanner
- Ability and willingness to work weekends as part of the required schedule
- Familiarity with ticketing and/or POS software
- Ability to stand for extended periods of time and occasionally lift and move cartons weighing up to 30 pounds.
- A deep appreciation for art

BENEFITS

For this non-exempt position we offer medical, dental, vision, prescription, 403b deferred compensation retirement plan with match, long term disability, employee assistance program, flexible spending & transportation account, discounts at the museum shop, programs & exhibitions, and restaurant, reduced fee gym membership, and a continuing education discount. We also offer accrued vacation, holidays, personal days, floating holidays, and 12 sick days each fiscal year.

APPLY

The BMA is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

We are committed to building a culturally diverse staff and strongly encourage all qualified professionals to apply.

Research shows that women and individuals from underrepresented backgrounds often apply to jobs only if they meet 100% of the qualifications. We recognize that it is highly unlikely that any applicant meets 100% of the qualifications for a given role. Therefore, if much of this posting describes you, then you are highly encouraged to apply for this role.

Please send a cover letter with salary requirements and resume to HR@artbma.org with **“Visitor Services Associate, 28 hours/week” and your first and last** in the subject line.

Incomplete application materials will not be accepted.

No phone calls please.

Position will be posted until filled.