The Baltimore Museum of Art (BMA) seeks an enthusiastic, customer-services oriented individual to create and foster a positive and welcoming experience for BMA visitors and members. The ideal candidate will have impeccable communication and customer service 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, and Museum membership
- Answering guest questions and processing admission for museum programs, exhibitions, and special events
- 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, and Information Desk
- Maintenance responsibilities include cleaning and disinfecting the information desk, phones, laptops, and touchscreen surfaces

This full-time, non-exempt position reports to the Visitor Experience Manager in the Operations Division. The incumbent will be scheduled to work 28 hours per week on-site at the BMA Friday-Sunday 9:15 a.m.-5:15 p.m. and Thursday 1:15-9:15 p.m., 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, email and internet applications
- Experience using PCs and working with multi-line phone system, photocopier, and scanner
- Familiarity with or ability to learn 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

The Baltimore Museum of Art 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.

We offer a competitive salary, a generous benefits package. For this exempt position we also offer medical, dental, vision, prescription, 403b retirement plan, long term disability, flexible spending account, flexible and condensed scheduling including hybrid work, museum and restaurant discounts, and reduced fee gym membership. We also offer accrued vacation, holidays, personal days, floating holidays, and sick days.

**SALARY** – $17.00 per hour

**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 an 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.

The BMA is an equal opportunity employer and a drug free workplace. Please send a cover letter and resume to HR@artbma.org with “Visitor Services Associate, 28 hours/week” and your first and last name in the subject line.

Incomplete application materials will not be considered.

No phone calls please.