The Baltimore Museum of Art (BMA) seeks an enthusiastic and experienced temporary Visitor Services Associate to ensure 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 through in-gallery surveys and feedback
- Assisting visitors with parking-related processes
- Fielding phone calls from visitors with questions
- 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 temporary part-time, non-exempt position reports to the Director of Events and Lead Visitor Services Associate. The incumbent will be scheduled to work 21 hours per week Wednesdays and Saturdays 9:15 a.m.-5:15 p.m. and Thursdays 1:15-9:15 p.m., with some additional evenings required.

The term for this position is March 13-July 14, 2024. Compensation is $17.00/hour. This position is not eligible for benefits. This position may be extended pending future evaluation.

**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, and scanner
- 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
The BMA is a drug-free workplace and 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.

Please send a cover letter and resume to HR@artbma.org with “Temporary Visitor Services Associate, 21 hours/week” and your first and last name in the subject line.

Incomplete application materials will not be considered.

No phone calls please.