



## TEMPORARY VISITOR EXPERIENCE ASSOCIATE

The Baltimore Museum of Art is a world class, internationally recognized museum, recently ranked by the *Washington Post* as one of the top 20 museums in the United States. As a highly visible representative of the museum to the public, the Temporary Visitor Experience Associate must be 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.

This is a temporary, part-time position reporting to the Associate Director of Visitor Experience.

### **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
- Promoting and executing ticket sales & admissions for special ticketed exhibitions
- 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, Events, 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 temporary, part-time, non-exempt position reports to the Assistant Director of Visitor Experience. The position will start immediately and run through June 28, 2026. The incumbent will be scheduled to work 21 hours per week on-site at the BMA Wednesdays & Sunday 9:15 a.m.-5:15 p.m. and Thursday between 9:15 a.m.-9:15 p.m. (schedules vary) with some additional shifts required.

### **QUALIFICATIONS**

- High school diploma or equivalent required
- Minimum 1-3 years cash handling experience and 3-5 years customer service experience
- A warm, friendly, and professional demeanor with a strong commitment to providing an exceptional visitor 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 membership database, 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 competitive pay and for this temporary, part-time, non-exempt position we also offer 403b retirement plan, museum and restaurant discounts, and reduced fee gym membership and accrued sick days.

This position is a bargaining unit position.

**SALARY** – \$20.50 per hour

### **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](mailto:HR@artbma.org) with **“Visitor Experience Associate, TEMP PT”** and **your first and last name** in the subject line.

All employees must be legally authorized to work in the United States. The museum does not sponsor work visas.

Incomplete application materials will not be considered.

No phone calls please.