



TEMPORARY VISITOR EXPERIENCE/ BMA Shop ASSOCIATE

PART-TIME, 28-HOURS

The Baltimore Museum of Art (BMA) seeks enthusiastic and experienced Temporary Visitor Experience /BMA Shop Associate to play an essential role in the success of the upcoming exhibition *Amy Sherald: American Sublime*. The ideal candidate will ensure a welcoming, seamless experience for visitors and will rotate between the box office and retail kiosk duties while acting as an ambassador for the institution using their excellent communication and customer service skills.

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 and has the world's largest public collection of works by Henri Matisse. The BMA embodies a commitment to artistic excellence and social equity in every decision from art presentation, interpretation, and collecting to the composition of the Board of Trustees, staff, and volunteers — creating a museum welcoming to all. As a highly visible representative of the museum to the public, the BMA Shop Sales Associate must be a friendly, collaborative team member with the ability to handle a wide array of relationships and visitor, member, staff and guest needs.

This temporary, part-time, non-exempt position reports to the Assistant Director of Visitor Experience.

RESPONSIBILITIES

Exhibition Visitor Experience / Box Office responsibilities include:

- Provide exemplary customer service and a warm, professional welcome to all exhibition visitors.
- Process timed-entry tickets quickly and accurately, including sales, membership validation, and guest information.
- Enforce entry requirements with clarity and empathy while promoting and executing ticket sales.
- Assist visitors with parking-related processes.
- Memorize and deliver approved talking points about the exhibition; respond to frequent questions with confidence and accuracy.
- Calmly de-escalate situations, prioritizing safety and a positive atmosphere.
- Engage respectfully in sensitive or challenging conversations, especially around themes of race, representation, and identity.
- Field visitor phone calls and direct inquiries appropriately.
- Serve as a liaison between visitors and BMA colleagues.
- Communicate effectively with other front-of-house teams including Security, Facilities, Events, and the BMA Shop.
- Maintain cleanliness of the box office desk, phones, laptops, and touchscreen surfaces.
- Observe and report visitor feedback, recurring questions, or concerns to support ongoing improvements.
- Assist with exhibition-related programs and events, including crowd support and visitor engagement.

Retail Kiosk / Shop Support responsibilities include:

- Deliver excellent customer service, ensuring a positive and welcoming retail experience.

- Assess customer needs and provide assistance and product information.
- Maintain stock levels and kiosk organization as sales are completed.
- Demonstrate knowledge of Amy Sherald's artwork and related shop products.
- Communicate efficiently with front-of-house teams and shop managers.
- Maintain cleanliness of kiosk surfaces and equipment.
- Share visitor feedback on products with shop managers and buyers to inform replenishment decisions.
- Process POS (point-of-sale) transactions accurately.
- Collaborate with VEAs to ensure seamless visitor and customer service across functions.

QUALIFICATIONS

- High school diploma or professional equivalent required.
- Minimum 1–3 years of cash handling experience.
- 1–2 years of experience in visitor services, retail, customer service, or a related public-facing role (museum or cultural institution experience strongly preferred).
- Strong verbal communication skills with the ability to learn, recall, and adopt exhibition talking points for diverse audiences.
- Confidence and sensitivity in addressing themes of race, identity, and representation with visitors.
- Active listening skills, empathy, and patience when engaging with guests of varied perspectives.
- Comfort with point-of-sale and ticketing systems; prior cash handling required.
- Ability to stand for extended periods and safely lift up to 30 lbs.
- Proficiency with standard computer applications (Microsoft Office, email, POS/ticketing systems).
- Interest in art, museums, or cultural programming a plus.

BENEFITS

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

This position is a bargaining unit position.

HOURLY RATE - \$20.50 per hour

APPLY

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 “**Vistor Experience/Sales Associate**” 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 accepted. No phone calls please.

Position will be posted until filled.