

COLUMBIA MUSEUM OF ART JOB DESCRIPTION

Title: Visitor Experience Associate

Reports To: Lead Visitor Experience Associate and Visitor Experience Coordinator

Status: Part-time, non-exempt

Purpose: The primary focus of the visitor experience associate is to ensure the museum is a welcoming place for all by providing high quality customer service to all museum visitors and staff members.

Responsibilities:

- Orient and greet visitors and staff warmly and genuinely.
- Facilitate daily ticket sales, membership sales, and program/event registration and check-in.
- Answer directional and informational questions about the museum and its offerings, while making suggestions for deeper engagement with the museum.
- Ensure emails to frontdesk@columbiamuseum.org and calls to the main CMA phone line are processed efficiently.
- Make suggestions for other ways visitors can explore downtown Columbia and surrounding areas.
- Communicate potential or active problems to appropriate management, and make suggestions for improved visitor experience.
- Assist with the collection and organization of visitor experience feedback (surveys, comment cards, etc.)
- Ensure that the visitor services desk, kiosks, coat closet, and lobby are visitor-ready during public hours.
- Assist with administrative tasks from other departments as needed and without compromising visitor experience.

Knowledge and Experience: This position is the museum's first impression for visitors, guests, members, trustees, etc. Applicants need to be extremely positive, professional, enthusiastic, outgoing, and friendly. Applicants should be able to multi-task with confidence, and have the flexibility to adapt to situations as they arise. Attention to detail and a commitment to the mission and vision of the museum are essential. Applicant must be professional in appearance, responsible, flexible, and punctual as this position is critical to daily museum operations. Confidence with various computer systems is a must and customer service experience is a plus.

Skills and Abilities: Be a positive employee and an advocate for the museum, interacting courteously and respectfully with others, internally and externally. Should have passion for the job and the museum and is creative, innovative, agile, and flexible. A highly motivated team player who is enthusiastic and proactive and who thrives in a fast-paced environment. Possesses a strong sense of urgency, priority, and follow-through. Can work independently, anticipate needs, and manage multiple tasks and assignments simultaneously. Ability to work collegially with other staff and partner across departments to achieve common objectives. Discretion and sound judgment are required. Maintains the highest professional and ethical standards.