**Visitor Services Representative (Marketing Focus)**

Visitor Services Representatives are the first point of contact for SJMQT visitors. VSRs are responsible for welcoming guests into the museum and providing information about the exhibitions. VSRs observe how visitors feel about and interact with our space and listen to what visitors have to say about their experience. We are currently seeking to fill a Visitor Services Representative role with a focus on marketing.

To be successful, each member of the Visitor Services team should:

- Provide outstanding customer service: greet and acknowledge each visitor
- Maintain knowledge and share information on the current exhibitions with visitors, as well as remind visitors of museum guidelines
- Promote upcoming events, programs and membership opportunities to visitors.
- Encourage visitors to subscribe to our e-news and engage with the museum’s social media channels.
- Utilize Square to process admissions, memberships, and gift store purchases
- Maintain knowledge of store items and discounts available and help visitors find unique items
- Maintain an organized and stocked front desk and store

For Marketing focus (estimated to be 25% of this position's weekly hours)

- In coordination with the museum’s marketing lead, develop promotional content for museum Instagram and Facebook
- Develop promotional campaigns for the museum E-newsletter with guidance from the museum’s marketing lead
- Communicate with programs coordinator and marketing lead to schedule promotional content
- Observe and analyze trends in engagement to optimize marketing reach
- Communicate with followers who engage with the social media

**Required Qualifications**

- Experience and/or interest in quilts art, textile arts, or museum administration and services
- 1+ year customer service

**Preferred Qualifications**

- Social media development for an organization, brand, or company
- Working knowledge of Square
- Working knowledge of the Metabusiness Suite (or similar social media planning tool)
- Working knowledge of Mailchimp

**Status:** Part-time (15-20 hours per week), non-exempt

**Rate:** $24/hour

**Reports to:** Operations Manager

To apply, submit a cover letter and resume to visitor@sjquiltmuseum.org. Applicants will be reviewed on a rolling basis. The target start date for this position is early August 2023.