Job Description
Guest Services Associate

Reports to: Museum Store Manager
Status: Full time or Part time, Non-Exempt

Mission and Description of the Metal Museum
The Metal Museum is the only museum of its kind in the country dedicated to preserving, promoting, and advancing the art and craft of fine metalwork. The Museum engages the metals community and the surrounding region through exhibitions, collections, studio practice, and community education and engagement. The permanent collection and exhibition program reflect a wide range and mixture of metalsmithing, including ferrous and nonferrous metals, hollowware, jewelry, and architectural elements. With its unique focus on artwork and fine crafts made in metal, the Metal Museum helps initiate and promote dialogue and understanding of the field and its relevance in our modern culture.

Purpose
To serve as the first face and voice of the Metal Museum, ensuring high-quality customer service for all constituents including visitors, tour groups, class and event participants, clients, members, donors, and volunteers. Energy, enthusiasm, and an interactive demeanor are all required for this position.

Essential Functions and Responsibilities

Guest Services
- Work at the Front Desk, greeting and checking-in each Museum guest, member, vendor, and visitor and manage traffic flow for these visitors
- Build familiarity and rapport with frequent visitors, members, donors, and board members
- Promote the sale of membership to all non-members, and encourage timely renewals and upgrades for all members
- Utilize database, eTapestry, to verify status of visiting members and donors and recording interactions according to established procedures
- Answer primary Museum telephone line, transferring callers to appropriate departments
- Maintain up-to-date knowledge of the Museum’s history, exhibitions, and programs to provide visitors additional information as requested
- Maintain proper guest services and cash handling procedures
- Recognize and resolve conflicts in a patient and professional manner
- Respond to and resolve guest complaints and concerns with patience and professionalism, calling upon a supervisor for assistance when needed
- Maintain a clean and organized work environment that is shared with other employees and is visible to the public

Administrative
- Receive and/or check all mail and deliveries and make sure mail is sort and placed in mailboxes and employees are promptly informed of deliveries
- Facilitate event and class registration with the assistance of the education department
- Assist in keeping community event calendars current
- Post to social media platforms the created and pre-approved content
• Maintain a thorough knowledge of frequently sold work in the Museum Store and a base knowledge of all other artists and products
• Assist with processing invoice payments for the Metals Studios, classes, workshops, and tours, and for other departments as needed
• As time allows, assist with projects for other departments, such as marketing, development, or education
• Monitor Museum cleaning and office supplies, submitting orders to the Executive Assistant as needed
• Maintain cleanliness of the Museum
• Other duties as assigned

Qualifications
• High School Diploma, GED, or equivalent required; Associate’s or Bachelor’s degree preferred
• Minimum 2 years’ experience in customer or client service required
• Interest in museums, metalworking, and visual arts strongly desired
• Exceptional interpersonal, organization, and communication skills are required
• Attention to detail is required
• Cash handling and POS experience is preferred
• Proficient in several computer programs, including but not limited to Office Suite, Gmail, and web applications
• Previous database experience is a plus, but not required
• Ability to work with a diverse array of people, including Museum guests, supporters, clients, vendors, volunteers, and staff, in both large and small groups

Hours, Compensation, and Benefits
The work week for this position is Tuesday through Saturday, 9:30 AM – 5:00PM. Additional hours (nights and weekends) may be required. All full-time staff are expected to be available to assist with Museum events. All Museum staff must be available the week before, during, and after Repair Days, which is held annually in October.

For full-time employment the base salary is $32,000. Salary is contingent on experience and ability. Benefits include health insurance and a 3% Simple IRA employer match after 2 years of employment. For part-time employment the hourly rate starts at $15/hour.

To Apply
Send a cover letter, resume and three references to Quamesha Brown, Executive Assistant, at quamesha@metalmuseum.org. Please, no phone calls.

The Metal Museum is committed to building a culturally diverse staff and is proud to be an equal opportunity employer. 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 strongly encourage LGBTQIA+ individuals, Black, Indigenous and people of color to apply.