

Museum Experience Associates

The Bechtler Museum of Modern Art seeks part-time, reliable, customer service-oriented individuals to serve as Museum Experience Associates. The position is the first point of contact for the public and combines the responsibilities of visitor services, gallery security, museum guide and exhibition interpreter.

The position is part-time only. Resumes will be accepted on an ongoing basis. Selected candidates will be contacted as positions become available.

Position Description

Museum Experience Associates are vital members of the Programming Department who provide an invaluable service to the museum and the public by providing information and assistance to guests throughout their visit and oversee the safety of exhibited artwork while creating a welcoming environment for all visitors. Museum Experience Associates receive training in museum interpretation techniques that prepare them to engage visitors in conversation and provide additional information about the artist and artworks on view and in the collection. They serve as the primary point of security for the artwork and the visitors by monitoring the gallery space and ensuring proper access for all guests.

Note: This position requires standing for long periods of time. Museum Experience Associates will be required to adhere to Bechtler dress codes and policies. Evening, weekend and holiday hours will be mandatory.

Responsibilities – Front Desk

- Staff the visitor services desks.
- Greet, orientate and direct visitors. Be familiar with and able to discuss the artists and exhibitions, current and upcoming.
- Be familiar and able to discuss the building and key architectural features.
- Be familiar with all other current museum functions and programs including public programs, special events, educational programs, mission, etc.
- Gently remind visitors of security concerns (no touching, photography policy, etc.).
- Have visitors place large bags and other objects inappropriate for the galleries in the coat room.
- May answer and direct phone calls and answer general questions about the museum, exhibitions, and public offerings.

- Record attendance and geographic region of visitors daily.
- Assist visitors with general local information (e.g. directions, cabs, places to eat).
- Sell museum memberships to visitors.
- Sell merchandise in the Museum Store

Responsibilities – Gallery Security and Interpretations

- Welcome and monitor visitors to ensure that all visitors who enter the galleries have either purchased an admission ticket or are identified as staff or special guest.
- Monitor visitation in the galleries, while keeping the safety of the artwork the main priority and enforcing Bechtler Museum of Modern Art policies.
- Respond to questions from the public and promote membership.
- Serve as an advocate for the visitor while promoting the safety of the museum; communicate consistently with visitors to ensure a positive museum experience.
- Assist in maintaining the inventory of Bechtler brochures and handouts, monitor gallery space and report incidents and issues.
- Perform other duties as directed by museum staff.

Qualifications

- Commit to 20-25 hours of work per week
- Experience working in a fast-paced environment
- Ability to work evenings, weekends and holidays
- Experience with or knowledge of visual art and artists. A degree in visual arts is helpful but not mandatory
- Customer service experience
- Solid interpersonal and communication skills
- Friendly and outgoing, able to conduct oneself in a polite and professional manner in a variety of situations
- Ability to assert oneself when needed in order to enforce policies and protect artwork
- Ability to use good judgment and respond to visitor concerns or complaints while remaining calm and presenting a professional demeanor

To Apply

- Interested candidates should send a letter of interest and resume to info@bechtler.org.
- No phone calls will be accepted.