

Honolulu Museum of Art

JOB DESCRIPTION

Job Title:	Visitor Services Associate
Department:	Advancement
Supervisor:	Director of Volunteer and Visitor Services
Employment Status:	Part-Time
FLSA Status:	Non-Exempt
Work Hours:	Saturday 9:30 – 5:00, Sunday 12:30 – 5:00. One weekday Tuesday-Friday, 9:30-2:00. Third Sunday every month 10:30 – 5:00. Last Friday of every month, 9:30-5:00.
Issue/Reissue Date	07/23/2015

Job Summary:

Part of the Advancement Team and under the general direction of the Director of Volunteer and Visitor Services, provides consistent excellent customer service at the Visitor Information Centers at the museum's Beretania Street and Spalding House locations. Including greeting visitors, answering questions, processing admissions and selling memberships and membership services.

Minimum Qualifications:

- College degree and/or 1 year comprehensive customer service related experience with a POS system
- Must enjoy working with the public, meeting new people, partnering with volunteers
- Ability to engage museum patrons in a positive, professional, and courteous manner; ability to exercise good judgment; ability to maintain calm demeanor in challenging situations
- Able to travel back and fourth to both museum locations

Desired Qualifications:

- Must have excellent customer service attitude and ability to assist and communicate with a diverse group of people
- Ability to handle front desk cashiering duties, including credit card charges and making change.
- Ability to use and operate a multi-line telephone, handle multiple inquiries and foot traffic at the front desk
- Must have an interest in the Honolulu Museum of Art and a willingness to assist visitors to the museum
- Museum and/or arts non-profit experience a plus
- Experience with Raisors Edge a plus
- Ability to work after hours
- Ability and willingness to work some special events throughout the year as needed
- Interest in museums arts and culture

Essential Duties:

- Greets all visitors to the museum in a friendly and professional manner. Responds courteously to all inquiries. Remains calm and composed under all situations
- Checks membership status on POS system
- Collects visitor admission fees paid in cash or by credit card and processes into POS system, Counterpoint
- Keeps aware of all museum activities in all locations, Beretania Street, Spalding House, Art School, First Hawaiian Center
- Provides information to museum visitors.
- Explains the benefits of joining to those visitors who are interested in membership. Distributes membership applications and answers questions. Assists in completing forms, and collects fee by cash or charge
- Processes all fees, including membership, entrance, and others as necessary through cash or charge transactions; uses charge machine, makes change as necessary. Keeps accurate receipts and balances POS at end of day

- Answers switchboard/multi line telephone in a clear and understandable voice; responds to inquiries regarding exhibitions, events, films and performances, Museum Shop and Museum Cafe. Forwards calls to appropriate department as necessary
- Fosters an environment of respect, teamwork, and professionalism to ensure maximum results.
- Works effectively with volunteers and tracks their hours and attendance
- Assists with attendance figures and data collection
- Assists with museum events as needed
- Flexible attitude and sense of humor is a must
- Other duties as assigned

Traits and characteristics:

The successful candidate should demonstrate an ability to initiate and sustain momentum without close supervision, think visually and visualize the task that is assigned. Exhibiting a polished presence, diplomacy, discretion and a deep respect and understanding of the museum and its brand.

Working Conditions and Atmosphere:

The Visitor Services Associate works with minimum supervision. Work will often be performed with short deadlines and situations sensitive to the Museum. Regular office hours are required. Due to the nature of the responsibilities, evening and weekend work is sometimes required, and at times may be on an emergency basis.

Disclaimer: The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Honolulu Museum of Art is an Equal Opportunity Employer and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.