



Job Description Guest Services Assistant

Reports to: Director of Development & Communications

Status: 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

- Staff the Library Desk or Front Desk as needed, greeting and checking-in each Museum guest, member, vendor, and visitor and manage traffic flow for these visitors, and answering any questions they may have.
- Answer the primary Museum telephone line, transferring callers to appropriate departments.
- Maintain proper guest services and cash handling procedures.
- Maintain thorough knowledge of the Museum's membership levels and promote membership sales.
- Maintain up-to-date knowledge of the Museum's history, exhibitions, and programs to provide visitors with additional information as requested.
- 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.

Administrative

- Record constituent visits in the Museum's database system.
- Assist the Development & Communications department with ongoing data entry projects.

Institutional Responsibilities

- Support the Museum's mission, vision, values, strategic plan and institutional DEAI initiatives.
- Commit to a positive organizational culture based on mutual respect, cooperation, and openness to other's perspectives.
- Represent the Museum at a variety of onsite programs and functions.
- Other responsibilities may include but are not limited to acting as an attendant for the galleries, monitoring the cleanliness of the buildings; and assisting with events.

Qualifications

- High School Diploma, GED, or equivalent required
- Experience in customer or client service preferred
- Interest in museums, metalworking, and visual arts strongly desired
- Exceptional interpersonal and communication skills are essential
- Ability to work with a diverse array of people, including Museum guests, supporters, clients, vendors, volunteers, and staff, in both large and small groups

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to stand, walk and/or sit for long periods of time. They must have physical dexterity and the ability to carefully handle objects, as well as the ability to lift and move items of various weights and sizes. Positions have occasions to lift and/or move objects of 15-20 lbs.

Hours, Compensation, and Benefits

This is a part time position. Although days are flexible, the ideal candidate will be able to work Saturdays and Sundays. Additional hours (weekdays or weekday evenings) may be required. Compensation commensurate with experience, with a range of \$15-18/hour.

To Apply

Send a cover letter detailing fit and interest in position, resume and one to two references to Quamesha Brown, Director of Operations, at quamesha@metalmuseum.org. Please reference “Guest Services Assistant” in the subject line. **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.