

# MAM

<b>POSITION TITLE:</b>	<b>Visitor Services Associate, Admissions</b>
<b>DEPARTMENT:</b>	Development
<b>SUPERVISOR:</b>	Manager of Admissions
<b>DIRECT REPORTS:</b>	None
<b>LAST REVISION DATE:</b>	August 2021

## **POSITION DESCRIPTION:**

Visitor Services Associates, Admissions are the first point of contact with Museum visitors. This position will greet and welcome all visitors, check membership identification, and be knowledgeable about all current exhibits, membership initiatives, classes, and public programs. Candidates must be outgoing and friendly when welcoming visitors while sharing information with all who enter the Museum. A secondary priority will be to assist with the successful conversion of non-member visitors to new members of MAM. Visitor Services Associates, Admissions will be responsible for understanding and sharing information provided by the Manager of Admissions relating to the Education, Development, Store, Rentals, and Curatorial departments at MAM. A weekly overview of events, classes, public programs, and rental events occurring at the Museum will be provided in order to share the information with visitors.

The Visitor Services Associates, Admissions will work during the Museum gallery open hours, Friday-Sunday. While there is flexibility in specific days scheduled, weekend availability is required. The Visitor Services Team, in addition to an hourly wage, will share a monthly commission for each membership sold.

## **ESSENTIAL RESPONSIBILITIES:**

- Cheerfully greet all guests visiting the museum and check membership ID/tickets
- Direct students to the correct studios as they enter
- Work to sell annual memberships to Museum visitors and students, and convert admission tickets to memberships
- Be familiar with all membership details including pricing and benefits
- Learn and become proficient with the Tessitura system for processing membership transactions and admissions sales
- Be familiar with current Museum events, including information on current exhibitions, classes, workshops, and public programs
- Process transactions at the reception registers and carry out opening and closing register duties
- Answer the reception telephone and respond to member emails and voicemails in a timely manner
- Maintain a clean and orderly reception area

- Provide visitor feedback and questions to appropriate departments
- Communicate Museum rules and policies clearly and respectfully
- Respond to emergencies by notifying the Facilities department or appropriate persons immediately

**MINIMUM QUALIFICATIONS:**

- One year related administrative experience
- Superb customer service and organizational skills, attention to detail
- Proficient in Word, internet usage, and database software; working knowledge of Tessitura is a plus
- Ability to function well in a fast-paced environment; speed and accuracy under pressure
- Strong verbal communication skills
- Interest in non-profits and museums is a plus
- Ability to work as part of a team
- High level of discretion

**WORKING CONDITIONS:**

**Physical demands:** sitting, walking, standing, climbing stairs, lifting no more than 5-10 lbs.

**Special environmental factors:** largely sedentary work, engagement with the public

**Applications** Please submit a cover letter and resume with a list of references to [developmentpositions@montclairartmuseum.org](mailto:developmentpositions@montclairartmuseum.org) with the subject: VSA Admissions. No phone calls please.

*The Montclair Art Museum, as a community-centered institution, is unequivocal in our stance against racism and injustice in all of its forms. MAM strives to maintain an environment that fosters productivity, creativity, and individual satisfaction by celebrating the many diverse traits of our community, which includes but is not limited to race, gender, nationality, age, religion, sexual orientation, and physical abilities. We see the arts as playing a critical role as a medium of observation, insight, education, articulation, and advocacy and seek to provide a platform for facing tough issues in our society as expressed through art. We seek candidates who combine a commitment to excellence in their field with a passion for this role for the arts and have creative ideas on how our exhibitions and programs can serve as an agent for societal change.*