

### **Visitor Services Associate**

RAM seeks a Visitor Services Associate to cover the duties of the front desk, including greeting and engaging with visitors, answering phone, monies collection, gift shop oversight, scheduling volunteers, working with membership database and software systems and security monitoring activities of museum galleries, opening and closing museum. The Visitor Services Associate is the first impression for the museum.

Part time: Hourly

Work hours average 15 – 20 hours a week. Weekend availability required. This position will be required to cover a variety of shifts, including opening and closing (10:00-5:00) on Saturdays.

Rate: \$11 hour

### **Required Skills**

Excellent customer service skills.

Must be able to interact with various personality traits and continue to maintain a professional demeanor with both staff & visitors alike.

Proficient in Microsoft Office

Proficiency in cash handling and credit card processing.

Able to work with database and membership software.

Must be responsible, flexible, punctual and able to work well under pressure.

Must possess a positive attitude.

### **Duties, Responsibilities, & Essential Functions**

Greets & welcomes visitors upon their arrival and helps orient them to the museum by informing the visitors about the wide range of programming and activities available.

Monitors the galleries and reports any concerns or issues to the director in a timely & efficient manner.

Accurately answer visitor questions regarding a wide variety of topics including general information about the museum, its collection and programs.

Responds to visitor concerns and complaints by utilizing information received during training.

Assists with special events that take place at the Richmond Art Museum throughout the year.

Performs any other duties as may reasonably be required.