



## **Visitor Services Associate (Full-Time, 35 hours/week)**

The Baltimore Museum of Art (BMA) seeks an enthusiastic and experienced Visitor Services Associate to ensure a positive and welcoming experience for BMA visitors and members. The ideal candidate will have impeccable communication and customer service skills and will be comfortable managing multiple priorities while working in a fast-paced, team-based environment.

### **RESPONSIBILITIES**

Responsibilities include:

- Providing exemplary customer service to BMA visitors and members
- Promoting repeat visitation, program participation, and Museum membership
- Selling tickets for museum programs, exhibitions, and special events
- Collecting visitor data and feedback
- Assisting visitors with parking-related processes
- Serving as a liaison between visitors and BMA colleagues
- Performing daily visitor services operations at the Box Office, Coat Check Room, and Information Desk

This full-time, non-exempt position reports to the Visitor & Volunteer Services Manager in the Marketing & Communications Division. The incumbent will be scheduled to work 35 hours per week between the hours of 9:15 a.m.-5:15 p.m. Wednesday through Friday, and 10:15 a.m.-6:15 p.m. on Saturdays & Sundays, with some additional evenings required.

### **QUALIFICATIONS**

- Minimum 1-3 years cash handling experience and 3-5 years customer service experience
- Bachelor's Degree preferred
- Excellent written and verbal communication skills and strong interpersonal skills
- Advanced working knowledge of Microsoft Office suite, and familiarity with email and internet applications
- Experience using PCs and working with multi-line phone system, photocopier, fax machine, and scanner
- Familiarity with ticketing and fundraising software, and knowledge of art/art history
- Ability to stand for extended periods of time and occasionally lift and move cartons weighing up to 30 pounds.

### **BENEFITS**

Pay rate is \$10/hour. For this non-exempt position, we offer a generous benefits package, including medical, dental, vision, prescription, pension plan, 403b deferred compensation retirement plan, long term disability, employee assistance program, flexible spending & transportation account, flexible and condensed scheduling, discounts at our museum shop, programs and exhibitions, and restaurant, reduced fee gym membership, and a continuing

education discount. We also offer 84 hours of earned vacation, 9 holidays, 3 personal days, a floating holiday, and 12 sick days each fiscal year.

**TO APPLY**

The BMA is an equal opportunity employer and a drug free workplace. Please send a cover letter and resume to [HR@artbma.org](mailto:HR@artbma.org) with **“Visitor Services Associate, 35 hours/week”** and **your first and last name** in the subject line. **No phone calls please.**