



Visitor Services and Museum Shop

Associate/Part-Time

The Visitor Services and Museum Shop Associate is a part-time customer services position in the Finance Department of the Reginald F. Lewis Museum of Maryland African American History and Culture, Baltimore, MD. The Associate carries out reliable and effective front-line aspects of visitor services: greeting and reception, admissions, program registration (as needed), statistics, and information and public safety. The Associate also manages sales in the Museum Shop as needed. The position reports to the Visitor Services Manager, and works collaboratively with the Museum Shop Manager, and other members of the Visitor Services team, Museum staff, and Volunteers. The ideal candidate has the ability to work a flexible 30 hours/week schedule primarily from Thursday through Monday.

#### **KEY RESPONSIBILITIES:**

- Processes admissions, program fees, membership fees, and various payments through a Point of Sale system; cash, debit and credit cards, and balances all cash and credit card intakes before submitting to the Finance Manager.
- Reports daily cash and attendance summaries for admissions and operations.
- Serves as general museum reception, greeting the public, special guests, members and groups in a cheerful, receptive manner at all times.
- Ensures a positive and safe experience for all Museum guests including exhibit visitors, program participants, and those participating in on-site rentals.
- Provides and maintains accurate information about the Museum, exhibits, programs and services.
- Is frontline for incoming phone calls for information or appropriate referral.
- Meets specific visitor needs; enhancing access, crowd control and encouraging return visits.
- Captures accurate statistical, marketing and membership data in the Salesforce database.
- Maintains a clean, business-like front-of-line work environment.
- Assists with other duties as required for reception and shop sales.
- Interact with museum visitors and encourage them to participate in museum activities.
- Assist with guiding group tours and presenting group tour overviews, as necessary.
- Other duties as assigned.

#### **HOURS**

- Must be able to work a flexible schedule primarily from Thursday through Monday
- Must be able to work a part-time, 30 hours per week schedule
- Hours are 9:30 am – 5:30 pm, with ½ hour for lunch
- Occasional weekday (Tuesday and Wednesday) and weekend evenings if schedule permits
- This part-time position carries no benefits

## **NECESSARY QUALIFICATIONS**

### **Essential Skills:**

- Positive team player with excellent communication, interpersonal skills and conflict resolution
- Proficient organizational and time management skills and strong multi-tasking abilities
- Proficiency with Word, Excel, Outlook, Google and Salesforce database systems
- Good business and mathematical skills, attention to detail and significant use of memory

### **Abilities:**

- Ability to work under general direction
- Ability to process information accurately and within a deadline
- Aptitude for performing work requiring close attention to detail
- Ability to prioritize workload and to change priorities on short or little notice
- Familiarity with computers a must; familiarity with Salesforce database a plus
- Strong interpersonal skills

### **Experience:**

- Experience in sales and cash handling with knowledge of Point of Sale or Salesforce System an asset
- Knowledge of our Museum, the history of our area and the community would be an asset
- Experience in a Museum or in the hospitality industry would be an asset

### **EDUCATION:**

- Must be a high-school graduate or equivalent; must be a United States citizen or possess a qualified Green card, work visa or permit

To apply, please send a resume and cover letter to Warren Lee, Human Resources Manager, [warren.lee@lewismuseum.org](mailto:warren.lee@lewismuseum.org)