

HUNTSVILLE MUSEUM OF ART

Job Description: Part-Time Guest Services Representative
Department: Guest Services – Museum Store Focus
Reports to: Guest Services Supervisor
Classification: Non-exempt; Hourly with limited benefits

Position Overview:

The Huntsville Museum of Art (HMA) is seeking a Guest Services Representative. This person must be available to work weekdays (Tuesday-Friday 9:30a-5:00p), as well as flexible hours during nights, weekends and some holidays on an as-needed or on-call basis. **DO NOT APPLY UNLESS YOU ARE ABLE TO WORK THESE FLEXIBLE SHIFTS.** This position guarantees 10 hours a week with more possible hours on as-needed basis.

Under the supervision of the Guest Services Supervisor, the Guest Services Representative with Museum Store focus is responsible for daily Museum Store upkeep, cleanliness, stocking, and superior customer service interactions with shopping patrons. In addition to Museum Store duties, they will work admissions desk, as needed, and be responsible for always pleasantly greeting the visitors and directing them to the various events and exhibitions in the galleries and rental spaces; handling admission transactions for access into the gallery space; gathering an accurate count of all visitors; and managing all aspects of the POS system during designated shift.

The ideal candidate must be able to successfully interact with staff, vendors, consignors, and Museum guests on a regular basis. This individual must maintain good working knowledge of the Museum exhibits and displays and be prepared to answer visitor questions as they might relate to merchandise. This person must always maintain a clean and professional appearance.

The Guest Services Department and Museum Store maintains a presence at the Museum during regular Museum hours, as well as during any special events. Periodic evening and weekend availability is required to support after-hours and weekend events. *HMA is a non-smoking facility.*

RESPONSIBILITIES

- a. Represent the Museum to the public, the staff and to every person who walks through the door in a positive manner; absolutely NEVER partake in any negative or unprofessional discussions regarding the Museum or Museum staff
- b. Maintain Museum Store daily throughout shift ensuring that merchandise is well stocked and shelves and cases are thoroughly cleaned and dusted. Complete tasks as requested by the buyer in a timely fashion
- c. Always stand and pleasantly greet Museum Store visitors offering help and information as needed. If working admissions desk, direct them to their correct destination (galleries, special event, or Museum personnel meeting)
- d. Thank guests as they leave the Museum Store and make sure they had a pleasant experience
- e. Verify till and reconcile daily receipts for closeout report; complete cash and charge sales and end of day reports successfully; secure daily receipts, close out report and admissions till bag at the end of shift
- f. Offer and upsell memberships to non-members; stay well informed about the benefits of membership (members receive 10% discount on purchases in store)

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- g. Learn to recognize and greet members, volunteers, Board members, and other regular visitors *by name* each time they visit
- h. Stay informed about Museum exhibitions, programs, and activities; as well as Downtown Area information for visitor questions
- i. Answer incoming Museum telephone calls, transfer incoming calls to correct department
- j. Secure front doors during the open hours of the Museum; never leave the lobby unattended
- k. Fill literature racks in the lobby; communicate with Communications Director when more brochures are needed
- l. Monitor guests at Admissions Desk if it is not manned by staff process admission sales as needed
- m. Work during special events as needed, such as preview receptions, **Voices of Our Times** luncheons and lectures, **GALA** events, etc.
- n. Assist Membership Department with miscellaneous needs including contacting for renewals and sending out welcome packets to new members
- o. Assist Admissions Desk in tasks and coverage, as needed

REQUIREMENTS

- a. Retail sales experience
- b. Extensive experience working with the public and customer service
- c. Able to work well under pressure (keep composure and smile, even when busy, or when handling difficult situations)
- d. Excellent communication skills, verbal and written
- e. Excellent computer skills, including knowledge of Excel and Word
- f. Good organization of work space and time
- g. Willingness to seek out and take on additional duties, as time permits, while remaining focused on primary duties
- h. Ability to work well with other departments
- i. Maintain an enthusiastic and positive attitude
- j. Always be an authentic ambassador for the Museum
- k. Maintain a professional, neat and pleasant appearance and demeanor at all times
- l. Understand the importance of this role as the person who sets the tone for a positive guest experience

The above responsibilities are generalizations to describe the principal work functions of the job and shall not be considered as a detailed description of all work requirements that may be in the position.

Send Guest Services Representative application (cover letter, resume, and three professional references) to careers@hsvmuseum.org.

The Museum hires for multiple position openings at any given time, so please include the full title of the position that you are applying for in the subject of your e-mail. *No phone calls please.*

