



Huntsville Museum of Art

Job Description

Job Title: Part-Time Guest Services Representative

Department: Guest Services

Reports to: Guest Services Supervisor

Classification: Non-exempt; Hourly

Position Overview

The Huntsville Museum of Art (HMA) is seeking a personable and reliable **Part-Time Guest Services Representative** to join our team. This position requires availability on weekends and select weekdays, with occasional evening and holiday shifts as needed. While the role follows a consistent schedule, additional hours may be available based on departmental needs.

Regular schedule:

- **Thursday evenings:** 5:00 pm – 8:00 pm
- **Saturdays:** 10:00 am – 5:00 pm
- **Sundays:** 12:00 pm – 5:00 pm

Working under the supervision of the Guest Services Supervisor, the Guest Services Representative serves as a welcoming presence for all Museum visitors.

Responsibilities include staffing the Admissions Desk and Museum Store, managing visitor transactions, and providing exceptional customer service by greeting and assisting guests, promoting memberships, and sharing information about exhibitions, programs, and events. The ideal candidate will be an enthusiastic team player with strong communication skills and the ability to create a positive and professional guest experience.

Responsibilities

- Greet all visitors warmly and provide information on exhibitions, events, and programs.
 - Staff the Admissions Desk and Museum Store, managing all aspects of the POS system.
 - Accurately process cash and credit card transactions; verify tills and reconcile daily receipts.
 - Maintain working knowledge of the Museum's telephone system and direct calls appropriately.
 - Promote and upsell memberships by communicating benefits and opportunities to guests.
 - Stay informed about Museum Academy classes, programs, and activities to assist guests and support attendance.
 - Provide support during special events (e.g., exhibition previews, lectures, GALA events, receptions).
 - Collaborate with other Museum departments to enhance the overall visitor experience.
 - Maintain Museum Store standards by keeping merchandise stocked, organized, and clean.
 - Ensure that all guests receive a courteous welcome and a warm farewell.
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Requirements

- 1–2 years of retail sales or customer service experience.
- Strong interpersonal skills and the ability to work effectively with the public.
- Ability to remain calm, professional, and service-oriented under pressure.
- Excellent verbal and written communication skills.
- Proficiency with Microsoft Office Suite, Google Suite, and POS systems.
- Flexibility to work weekends, evenings, holidays, and special events as needed.
- Commitment to professionalism and teamwork across departments.
- Willingness to take on additional duties that support guest experience and Museum goals.

Note: The responsibilities listed above are intended to describe the primary functions of this role. They do not represent an exhaustive list of all potential duties.


Application Instructions

Please submit the following materials via email:

- Resume
- Introductory letter

Send to:

Hallie Gregory, Guest Services Supervisor

 hgregory@hsvmuseum.org

Important: Please include the full job title, *Part-Time Guest Services Representative*, in the subject line of your email. No phone calls, please.
