



VISITOR SERVICE ASSOCIATE JOB DESCRIPTION

INTRODUCTION

The Trout Museum of Art (TMA) seeks a talented Visitor Service Associate on our staff during an exciting period of momentum and growth in our programming and operations to energize the love of art in the Fox Cities and beyond.

The mission of the Trout Museum of Art (TMA) is to inspire and connect all people through creative experiences and the visual arts using our exhibitions, educational programs, and community engagement events.

POSITION SUMMARY

The Visitor Service Associate (VSA) is a part-time hourly position created to help realize the museum's mission, vision, and strategic plan by ensuring TMA's location inspires visitors with a warm, comfortable, welcoming environment for a greater sense of belonging and deeper engagement with art.

Working closely with the Gallery Supervisor and other staff, the Visitor Service Associate primary responsibilities are to generate and implement superior customer service and destination experience that promotes membership, community engagement, shopping, safety, and the security of our exhibitions and educational programs.

The Visitor Service Associate focuses on our guests' experience all while staying true to advancing the museum's mission and impact.

PRIMARY RESPONSIBILITIES

Customer Service, Front Desk, and Museum Store activity:

- Welcome visitors and familiarize them with the facility, current exhibitions, and upcoming programs and events or the class they are taking.
- Promote membership to visitors by explaining the membership program.
- Assist visitors with class registration, membership, and Museum Store sales.
- Answer phones, direct calls, take messages, and maintain voicemail. Follow through to help people as much as possible without having to pass them to another staff member.
- Process financial transactions at the front desk and prepare daily receipts.

Program Support – Events, Education, and Exhibitions:

- Assist at events in a variety of capacities including:
 - Setup and teardown event
 - Check-in visitors
 - Help with other needs of the event
- Under the direction of the Curator, help with exhibition installation:
 - Prep gallery for exhibition installation with filling holes, sanding, priming, and painting walls, doors, etc.

- Help install or de-install artwork.
- Prepare and package exhibition artwork for return shipping.
- Under the direction of the Education Manager:
 - Getting students to classrooms
 - Help with tours, field trips, and camps.
 - Create “make and take” kits.
 - Clean and set up classrooms for camps and workshops, especially at times when two VSA’s are working together (evenings and weekends).
 - Each week, instructions will be left at the front desk to be completed before the date and time indicated.
 - During these times, one VSA will remain at the front desk and one will get the classrooms ready according to the instructions.

Security and Maintenance:

- One VSA must always be at the front desk.
- Observe and guide visitors how to conduct themselves in the gallery to protect the artwork.
 - Visitors should not touch, stand or sit on the art
 - Visitors should not lean on cases or walls
- Maintain security of the store merchandise and register.
- Take turns walking through all the gallery spaces.
- Maintain a tidy and clean appearance of the gallery and public areas:
 - Wipe down tables and chairs daily in the atrium.
 - Dust and straighten store merchandise
 - Do quick vacuum if needed in a certain area
 - Keep the first-floor kitchen wiped down and tidy
 - Sweep front entrances each day - inside and outside
- Conduct a facilities maintenance walk at least twice a day.
- Shifts after 4:00pm and on weekends require at least two people in the building. To keep everyone safe, VSAs should prioritize not leaving a co-worker alone (5-10 minutes trips to pick up food or coffee are acceptable).
- Inform the Gallery Supervisor if anything is broken, making a strange sound, or is a safety issue.
- Contact the Operations Manager immediately if you see water anywhere in the building.

Supervisory Responsibilities:

- The Visitor Services Associate does not supervise any position.

Communication:

- Create a friendly environment when talking to people that sets the right tone according to the TMA brand guidelines.
- Help guests get where they need to go in the facility
- Collect and document informal comments by asking visitors what they like best about the exhibit/class/etc.
 - Write down those comments in the appropriate share drive document.
 - Share meaningful positive and negative comments with your supervisor.
- Effectively communicate visitors' needs with other staff.
- Stay focused on helping visitors and servicing the museum’s mission:

- Personal computers and other personal work are not allowed during work hours.
- Extended visits with friends/family (not related to museum operations) that distract from work time are not allowed.
- When not conducting maintenance or security walks, setting up classrooms, or doing maintenance/office tasks, VSAs need to stay at the front desk or Museum Store.

REQUIRED QUALIFICATIONS

Successful candidates for this position must exhibit:

- A warm, welcoming demeanor and customer-oriented approach
- Ability to write clearly
- A strategic and goal-oriented approach to work
- Good organizational and time management skills
- A strong sense of personal accountability and responsibility for actions and performance
- Tactfulness and discretion with confidential and privileged information

Required Education and Work Experience:

- 4-year college degree especially in an art related field is a plus, but is not required
- Experience in retail or museum environment is preferred

Physical Requirements:

- Ability to climb ladders
- Move, load, and unload crates and boxes with the assistance of dollies and other lift assists.
- Lift display materials such as plinths and vitrines
- Work with lighting
- Packing and unpacking boxes for shipping

ESSENTIAL JOB FUNCTIONS

- Excellent skills in Microsoft Office applications
- Ability to learn Blackbaud's Altru database system
- Ability to work evening and weekend hours
- Ability to sit or stand for extended periods
- Ability to read, write, and speak English proficiently
- Love of the visual arts

SALARY AND BENEFITS

The TMA offers a competitive hourly wage, benefits, and generous flextime policy. The starting wage for this position is commensurate with experience.

SUPERVISION

Reports to Gallery Supervisor

ADDITIONAL REQUIREMENTS

All offers of employment are conditioned upon a background check.