



PARRISH ART MUSEUM

Job Title: Visitor Experience Assistant

Reports to: Director of Membership and Visitor Experience

Status: non-exempt, part time

Schedule: 2 – 3 days 10:15-5:15; 1 day 9-5 (1 hour lunch break)

PURPOSE AND SCOPE:

The Visitor Experience Assistant is responsible for the successful daily operations of all aspects of the admissions desk, with a focus on providing a quality, memorable guest experience. The Visitor Experience Assistant ensures all procedures of the arrival process are completed and an excellent customer service is offered to all guests. This position also supports the Museum's Communications team one day per week by maintaining digital media clip files and spreadsheets and posting Parrish events on various websites.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Convey an upbeat and friendly delivery of the Museum's mission and values to all visitors of the museum including program attendees; Museum Members, visiting artists, performers, and lecturers; adjunct teaching staff and docents; and Trustees of the Museum.
- Greet and check-in Museum visitors and process their payments for admission, memberships, and program tickets. Gain a working knowledge of the database and ticketing system in place at the Museum.
- Accurately open and close the daily cash receipt drawer.
- Keep up to date on Museum programs, exhibitions (on view and upcoming), and scheduled tours.
- Timely answering of phones and visitor experience emails to provide guests with information on all aspects of the Museum's operations and activities.
- Museum Shop coverage for lunch hours or vacations when needed. Process sales on a point-of-sale system and perform general retail shop services. Additional training will be provided.
- Ensure safety protocols (including policies regarding Covid-19) are maintained and followed by visitors to the Museum.
- Promote memberships and provide an accurate description of the benefits of membership with a sales-minded focus and delivery.
- Monitor and replenish supplies as needed including tour related items, promotional materials, masks for adults and children, and Museum brochures.
- Work collaboratively with the Visitor Experience Associate.
- Document and communicate visitor feedback and interactions when appropriate.
- Attend monthly Visitor Experience team meetings.
- Communications: Maintain and update Parrish Media Coverage digital and print files – create PDFs of online articles; scan coverage in print and save in file folders on the Parrish server and in hard copy files. Update Excel spreadsheets. Post Parrish events on a variety of websites.
- Other duties as required and assigned by supervisor including occasional back of house administrative support.



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QUALIFICATIONS:

High School diploma required with experience working in an administrative and customer facing role. Experience and an interest in the arts is preferred. Background clearances are required.

SKILLS:

- Other duties as required and assigned by supervisor including occasional back of house administrative support.
- Ability to convey information with clarity and efficiency.
- Work well under time constraints and in stressful conditions when necessary.
- Demonstrate organizational and task management skills.
- Have excellent communication skills, verbal and written.

WORKING CONDITIONS:

Work will be performed in a normal office environment. Position requires standing and moving about the Museum and sitting for lengthy periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Position may require occasional evenings for special events and flexibility of schedule to ensure coverage at the front desk when needed.

Job Type: Part-time, 20-28 hours.

Pay: \$15.00 - \$17.00 per hour