



PARRISH ART MUSEUM

Job Title: Visitor Experience & Education Associate

Date: June 2025

Reports To: Deputy Director of Communications

Status: Non-exempt, full-time / \$25 hr

Schedule: Thursday–Monday

Job Purpose:

The Visitor Experience Associate & Education Associate plays a key role in ensuring smooth front desk operations and delivering exceptional customer service. Responsibilities include general museum and education department support such as opening the front desk, reconciling income, organizing the lobby area, and preparing daily reports for front desk and education programs; welcoming and orienting all museum guests including education programs attendants; answering phones and emails for front desk and education department; processing admissions for museum and education programs, and membership and shop sales; providing information about exhibitions, programs, and events; supporting, coordinating and providing content for group and docent tours plus check-ins; and coordinating with internal teams to address real-time operational needs. The role also includes assisting with education and retail regarding sales, event ticket sales, monitoring and reporting on visitor activity and attendance, and maintaining cleanliness and organization throughout public spaces.

This position provides vital support to the Education team by assisting in the coordination and implementation of art learning opportunities and interpretive programs that enhance the visitor experience. These tasks include assisting with research of works on view and working with docents, and others listed below.

Job Responsibilities:

Museum Administrative Support:

- Provide comprehensive administrative support to the museum's front desk, including:
 - Ensuring all visitors are logged into the system
 - Handling administrative and operational tasks
 - Respond to public inquiries via phone and email
 - Support membership and admissions processes, including sales and renewals
 - Support shop processes, including sales
 - Monitor visitor activity and create attendance reports for senior leadership
 - Maintain organized public spaces including Creativity Lounge and hands on activities and reading materials in gallery space



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Education Administrative Support

- Support the Education Program Manager in the delivery of on-site learning opportunities, provide program information and process applications
- Assist with class registration, tour scheduling, and correspondence with program participants, track program attendees in the system and produce reports from that system
- Help develop and produce learning guides, content for Docents, hands-on activities, and interpretive materials for programs such as ArtScope, the Creativity Lounge, in-gallery activities, and Community Days
- Provide on-site assistance during education programs and workshops as needed
- Serve as point of contact for scheduling our Access Parrish partners
- Assist with content for the promotions of education programs
- Assist with the coordination of the Student Art Exhibition
- Update the programs in our system weekly
- Assist with restocking materials for education programs

Qualifications:

- Bachelor's degree preferred
- Minimum of 2–3 years of experience in administrative support, public service industry
- Proficiency in Excel and computer office skills
- Excellent writing, communication, and organizational skills
- Ability to manage multiple priorities and deadlines with high attention to detail
- Physical ability to perform tasks that involve lifting, carrying, or moving objects or furniture over 40 pounds

Competencies and Success Factors:

- Strong interpersonal skills and the ability to work collaboratively with museum staff, volunteers, visitors, and vendors
- Ability to work independently while effectively managing multiple tasks and responsibilities
- Proficiency with retail, service and sales practices is a plus
- A proactive, resourceful, and detail-oriented approach to handling tasks is a priority

Working Conditions:

- Work will be performed primarily at the front desk of the museum
- Position will require occasional evenings for special events and flexibility of schedule to ensure coverage at the front desk when needed.
- Position requires standing and moving about the museum and sitting for lengthy periods of time.
- The physical demands include the ability to perform tasks that involve lifting, carrying, or moving objects or furniture over 40 pounds, and work environment characteristics are



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representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Interpersonal Communications:

- Strong communication skills are required to effectively interact with museum staff, clients, vendors, and external stakeholders
- Reports to and must take direction from the Deputy Director of Communications
- Must maintain confidentiality and handle sensitive information with discretion
- A professional demeanor and reliability are critical in this role

COMPENSATION: This position has an hourly rate of \$25.00 per hour. Full-Time employees are eligible for a comprehensive benefit package, including medical, dental, and vision coverage; 403-b retirement plan; staff museum membership and other applicable discounts and benefits.

ABOUT THE PARRISH ART MUSEUM: The Parrish Art Museum is a place to discover and connect with artists and art with a focus on the rich creative legacy of the East End and its global impact on the art world. Inspired by the natural setting and historical artistic community of Long Island's East End, the Parrish Art Museum celebrates its legacy through a distinctive contemporary lens and socially conscious global context. The Parrish illuminates the creative process and how art, architecture, and design transform our experiences and our communities, and how we relate to the world. Access to relevant cultural engagement, artistic inspiration, a natural environment, and architectural ingenuity characterizes the Museum experience as a unique destination for the region, the nation, and the world.

The Parrish Art Museum is an equal opportunity employer. The Museum is committed to a work environment that supports, inspires, and respects all individuals and we do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, military service status, or any other status protected under federal, state, or local law. Individuals of diverse backgrounds are strongly encouraged to apply. The Museum's offices are fully accessible.