

Newark Museum Association
Position Description

Part Time Visitor Services Assistant

Position Objective:

Under the supervision of the Director of Facility Operations, the Visitor Services Assistant performs a wide variety of services in support of enhancing the visitor experience at the Museum.

Specific Duties and Responsibilities:

- Assumes the role of Museum representative to enhance the visitor experience, setting a welcoming and friendly tone and image to visitors at the Museum.
- Performs all tasks related to the visitor experience including welcoming, membership sales, ticket sales, property checking, school groups, and information services.
- Provides visitors with direction, information and guidance on Museum exhibitions and programs.
- Administers surveys, handle visitor's complaints and refers issues as appropriate to the Assistant Director of Facility Operations or other managers.
- Answers telephone inquiries and process requests for information, RSVP, and registration.
- Assists school groups during arrival and exit, assists Education staff with keeping groups organized, provides escorts as appropriate, organizes Program Halls for school groups; organizes coats and backpacks.
- Perform other duties as required to meet the mission of the organization.

Qualifications:

- Experience in customer service and/or sales
- Excellent communication skills
- Comfortable working with large crowds of visitors including children
- Good computer keyboard skills
- Ability to handle money accurately
- Available to work weekends and holidays
- Able to stand for long periods of time

Send letter of application and resume to:

Human Resources
The Newark Museum
49 Washington Street
Newark, NJ 07102
humanresources@newarkmuseum.org

The Newark Museum is an equal opportunity employer. Please be advised that due to the high volume of applicants, we can only contact those candidates whose qualifications meet the requirements of this position.