



## **Metal Museum Job Description**

**Position:** Guest Services Assistant  
**Reports to:** Director of Development

**Department:** Development  
**Status:** Part time, non-exempt

### **Position Summary**

To serve as the first face and voice of the Metal Museum, ensuring high quality customer service for every constituent. Energy, enthusiasm, and an interactive demeanor are all required for this position.

### **Responsibilities**

#### **Guest Services**

- Work at the Front Desk, greeting and checking-in each Museum guest, member, vendor, and visitor and manage traffic flow for these constituents
- Promote the sale of membership to all non-members, and encourage timely renewals and upgrades for all members
- Answer primary Museum telephone line, transferring callers to appropriate departments
- Maintain up-to-date knowledge of the Museum's history, exhibitions, and programs
- Maintain proper guest services and cash handling procedures
- Recognize and resolve conflicts in a patient and professional manner
- Respond to and resolve guest complaints and concerns with patience and professionalism, calling upon a supervisor for assistance when needed
- Facilitate event and class registration with the assistance of the Education Coordinator

#### **Museum Store**

- On a rotation schedule, work in the Museum Store, providing excellent customer service to all Museum constituents
- Maintain a thorough knowledge of frequently sold work, and a base knowledge of all other artists and products

#### **Administrative**

- Assist with data entry in the donor database
- Assist with projects for other departments, such as marketing or education
- Order Museum supplies as needed
- Maintain cleanliness of the Museum
- Other duties as assigned

### **Education, Experience, and Attributes**

- High School Diploma, GED, or equivalent required; Associate's or Bachelor's degree preferred
- Minimum 2 years' experience in customer or client service position required

- Interest in museums, metalworking, and visual arts strongly desired
- Exceptional interpersonal and communication skills are essential
- Cash handling and POS experience is required.
- Proficient in several computer programs, including but not limited to Office Suite, Gmail, POS systems, and web applications
- Previous database experience is a plus, but not required
- Ability to work with a wide array of constituents, including Museum guests, supporters, clients, vendors, volunteers, and staff, in both large and small groups

### **Hours & Compensation**

This is a part time position. Although days are flexible, the ideal candidate will be able to work Saturdays and Sundays. Additional hours (evening and weekends) may be required.

Compensation commensurate with experience, with a range of \$12-15 per hour.

All full time staff are expected to be available to assist with Museum events. All Museum staff must be available the week before, during, and after Repair Days, which is held annually in the third weekend in October.

### **To Apply**

Send a cover letter describing fit with the position, resume, and three references to [frances@metalmuseum.org](mailto:frances@metalmuseum.org). Please reference “Guest Services Assistant” in the subject line.

Please, no phone calls.

The Metal Museum is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We are committed to building a culturally diverse staff and strongly encourage all qualified professionals to apply.

### **Description of the Metal Museum and its Mission**

The Metal Museum is the only museum in the country dedicated to the preservation, promotion, and advancement of the art and craft of fine metalwork. The Museum engages the metals community and the surrounding region through exhibitions and collections of fine metalwork and through community education and engagement programs. With its unique focus on artwork and fine crafts made in metal, the Metal Museum helps initiate and promote dialogue and understanding of the field and its relevance in our modern culture.