

Job Posting

Visitor Services Representative Full-time position

The Visitor Services Representative's primary goal is to support the museum's mission to ensure that all visitors feel welcome and able to participate in the arts and cultural experiences offered by the Wadsworth Atheneum.

ESSENTIAL RESPONSIBILITIES

VISITOR EXPERIENCE

- Welcome all visitors promptly in a warm and friendly manner.
- Offer all visitors an orientation to the museum, which may include instructions for using the map and details about tours, exhibitions, and programs.
- Keep informed about current and upcoming exhibitions and activities (using the museum website, calendars, and printed materials). Be mindful of visitors' interests and offer suggestions that may strengthen their connection to the museum.
- Solicit, record, and evaluate customer feedback, and apply continuous improvement strategies.
- Freshen and restock visitor resources and spaces throughout the museum.
- Provide customized service, responding to each visitor's needs: extra directions about accessibility, assistive listening aids, mobile tours, tours in ASL and Spanish, parking, activities for children and families, wheelchairs, etc.
- Support staff, docents, trustees, membership, rental event staff, and auxiliary groups' front-of-house needs.

SALES

- Work independently to process transactions in Tessitura and online ticketing systems; includes adding and checking constituent records, identifying and reducing duplicates, group check-in, refunds, exchanges, etc.
- Process all sales transactions and balance the sales drawer accurately.
- Contribute to achieving museum-wide membership goals.

ADMINISTRATION

- Work with the Visitor Services Manager and Visitor Services Supervisor to promote a congenial work environment: relay information from daily briefings, address staff concerns, and problem solve strategies for handling customer service situations.
- Support the recruitment, training, and performance of Visitor Services staff and volunteers. Regularly review written procedures and manuals and propose edits as needed.
- Coordinate the daily schedule to cover lunches and staffing needs.
- Assist with visitation reports, museum-wide events logistics calendar and other administrative tasks as assigned.
- Assist with outreach efforts to engage new audiences, including developing email contact lists, researching programs at other institutions, and managing records in Tessitura.

- Work collaboratively to apply continuous improvement strategies to visitor feedback.

MINIMUM REQUIREMENTS

Education and Experience

- Experience in customer service: friendly with excellent communication and interpersonal skills
- Bilingual (Spanish/English) fluency preferred
- Experience with a point-of-sale system; Tessitura experience preferred
- College degree and knowledge of art history preferred

Skills and Abilities

- Exceptional communication skills
- Strong attention to detail and excellent organizational skills
- Ability to respond quickly to unexpected challenges and shifting priorities
- Ability to juggle competing priorities and set and achieve goals
- Knowledge of and interest in art and museums
- Ability to work well both independently and collaboratively
- Aptitude in MS Office programs including Excel and Word

WORKING CONDITIONS

Physical Demands

- Able to lift and carry boxes up to 12 pounds
- Able to stand for several hours at a time
- Able to respond to phone calls

HOW TO APPLY:

Interested candidates should send their resume, cover letter, and salary requirements to:

Wadsworth Atheneum Museum of Art
Attn: HR Department
600 Main Street, Hartford, CT 06103

or Email HR@wadsworthatheneum.org (No phone calls please.)

The Wadsworth Atheneum Museum of Art is an Equal Opportunity Employer.