



Visitor Services Representative

Job Summary:

The Visitor Services Representative is the first point of contact to visitors to the Museum and provides information about current exhibitions, educational programs, events and memberships as well as answers any questions to assist guests throughout their visit. This position requires excellent customer relations experience and the ability to multi task under pressure.

Responsibilities:

Administration

- Provide excellent customer service - greet, assist and direct Museum members and visitors to the exhibitions, current and upcoming
- Answer multi-line telephone system and respond to Museum's general voice mail messages
- Sell Museum admission and membership through the Altru software system
- Be familiar with all levels of Museum membership
- Stay current with weekly and daily events being hosted including educational programs, public programs and events
- Understand the digital VBMA membership card and how to assist members to register
- Be familiar with the advance online Museum admission ticket system
- Maintain a solid understanding of the Museum's policies, procedures, educational practices and ideologies
- Review daily newspaper for VBMA press articles and circulate to the PR/Marketing team. Reminder of the newspaper to be given to the Development team.
- Distribute incoming mail to staff mailboxes; inform staff about deliveries received but do not attempt to lift heavy packages - request facilities assistance. Larger mailings will be handled by individual departments to manage and staff accordingly.
- Understand how to use the postage machine and process mail plus packages with Fedex and UPS
- Assist and train new PT staff in their responsibilities and duties
- Process daily sales transactions – set up cash register for each day and close out draw
- Assist the finance department with any daily sales discrepancies made by visitor services
- Ability to assist with other clerical duties deemed appropriate by the Director of Marketing and Communications and/or Executive Director
- Keep area around the Visitor Services desk presentable and free personal clutter
- Restock Museum materials in the rack and notify appropriate team member if additional materials are needed

Reports directly to the Director of Marketing and Communications. **Works closely with** the Development team, and all Museum departments and staff. This position is classified as non-exempt.

Qualifications:

High School diploma with three to five (3-5) years of experience in customer service; knowledge of multi-line telephone and various computer programs (specific training will be given); knowledge of professional office practices; good communication and organizational skills and ability to work with others in a fast paced environment

The Vero Beach Museum of Art is an Equal Opportunities Employer and seeks diversity in its workforce. The Museum is committed to attracting, retaining, developing and promoting the most qualified employees without regard to race, color, sex, age, religion, national origin, ancestry, sexual orientation, pregnancy, gender identity or expression, physical or mental disability, or past, present, or future service in the uniformed services of the United States, or any other characteristic prohibited by federal, state, or local law. If you or anyone you know is interested in this position, please send a cover letter and resume to Danielle Elliott at delliott@vbmuseum.org.