



Part Time Visitor Services Representative

Job Summary

Visitor Services Representatives play a significant role in providing positive experiences for people who visit the Vero Beach Museum of Art by warmly welcoming visitors; providing information about current exhibitions, educational programs, events, and memberships; and answering questions to assist guests during their visit. Visitor Services Representatives are also cross trained to assist in the Museum Store, contributing to seamless and consistent guest service throughout the museum.

Responsibilities

- Greet and orient visitors to the museum, collection, and exhibitions.
- Provide general museum information, including admission, hours of operation, membership, museum guidelines, and visitor feedback kiosk.
- Utilize CRM (Altru) to collect visitor data and process fees for admission, membership, programs, events, classes, etc.
- Process daily sales transactions, including setting up cash register for each day and closing out drawers.
- Understand, actively promote, and sell memberships or renewals, providing information about the different levels of membership, descriptions of benefits, and digital membership card.
- Encourage participation and offer information about daily 2pm tours, upcoming events and programs, and art school classes/workshops/camps.
- Support events, programs, and tours by checking in visitors, passing out materials, and processing payments.
- Document and share visitor feedback with the education department.
- Answer multi-line telephone system, transfer calls, and respond to voicemail messages.
- Distribute incoming mail, receive deliveries, and occasionally process mail using the postage machine.
- Encourage visitors to engage with the VBMA's social media channels.
- Administer exit interviews and surveys with walk-in visitors.
- Maintain a solid understanding of the Museum's policies and procedures.
- Assist with other duties as assigned by the Education Department Manager.
- Cross train with the museum store.

Reports directly to the Education and Visitor Experience Manager. **Works closely with** the Development and Education teams and all Museum departments and staff.

Required Qualifications

- High school diploma or equivalent required
- 1-2 years of experience in customer service or in a visitor-forward position
- Committed to welcoming and engaging people of all ages, backgrounds, and abilities

- Friendly and enthusiastic demeanor
- Excellent communication skills
- Able to work weekends, evening hours, and holidays

Preferred Qualifications

- Bachelor's degree preferred
- Experience in art or museum-related field or retail and sales
- Experience with CRM or point-of-sale software
- Experience with data entry

Pay

\$15.00 per hour

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 email your resume and cover letter to Danielle Elliott at delliott@vbmuseum.org.