



POSITION: Visitor and Member Services Associate  
REPORTS TO: Associate Director for Member Services  
STATUS: Part-time, non-exempt, averaging 20 - 29 hours a week  
Includes weekends and evenings

### **Job Summary**

This position is responsible for ensuring a welcoming and excellent visitor experience for all Museum visitors and will assist in the maintenance of Museum data. Additionally, they will be responsible for visitor-oriented tasks including management of the visitor services desk, ticket sales, membership sales, answering the main phone line, visitor check-in, and collecting visitor data.

A list of essential job functions is below. This list is not designated to be a comprehensive itemization of every activity, duty, or responsibility that may be encountered. Activities, duties, and responsibilities may be changed, added, or eliminated at any time with or without notice.

### **Essential Functions**

#### **Role #1: Visitor Services, Front Desk, and Data support**

- Provides a hospitable and warm welcome to all Museum guests by greeting all guests, answering main line phone calls, and checking in visitors to the exhibitions.
- Works with the Assistant Director for Visitor and Volunteer Services and Museum staff to ensure smooth operation of the Museum and Front of House operations during public hours as well as public events.
- Performs Visitor Services duties at the front desk, which includes performing opening and closing procedures, selling tickets and memberships, checking in guests, answering the main phone line, and answering general questions.
- Becomes knowledgeable about MMA's CRM software, Altru, and assists in the collection of data. Ensures that data is reliable and maintains data integrity.
- Assists visitors and callers with registrations, online ticket sales, and questions about MMA exhibitions, programs, and events.
- Work closely with the Assistant Director for Membership to promote and sell memberships, meet membership sales goals, assist with monthly membership mailings, and maintain the integrity of data records
- Attends mandatory trainings provided for Front of House staff on topics such as customer service, upcoming exhibitions, Altru software, safety and security procedures and other training as provided.

**Competency**

- Friendly and customer-oriented and has a congenial, creative, open spirit
- Observant, detail-oriented, and able to apply good judgement to a variety of situations
- Comfortable speaking in front of others
- Organized and task-oriented
- Proficient in basic computer skills, including excel and word
- Able to stay alert and stand for extended periods of time

**Supervisory Role**

None

**Physical Demands and Work Environment**

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may be performed both indoors and outdoors throughout the facility and grounds as well as at off-site locations with long periods of standing.

**Expected Hours of Work**

This is a part-time position between twenty and twenty-nine hours a week that requires general availability during normal Museum business hours. The schedule will include weekends, holidays, and official Museum evening events and programs.

**Hourly Pay**

\$12 an hour

**Travel**

Travel is not required.

**Required Education and Experience**

- Completion of high school or GED
- Experience working with the public in a customer service position
- Specific software training will be provided

**About the Mississippi Museum of Art**

The Museum is an Equal Opportunity Employer and is committed to creating a diverse environment. The Museum is a private not-for-profit and is not a department or agency of the state or federal government.

The Mississippi Museum of Art is more than an art museum in Jackson, Mississippi. It is a museum *of* Mississippi – a museum that connects Mississippians to our culture, our history, our communities, and to each other. It is a museum informed by the legacy of our past and emboldened by a vision of a future without division.

We believe it our responsibility to the community to explore and examine every facet of the Mississippi story. The Mississippi Museum of Art is committed to curating a shared space for every Mississippian – a brave space where we can all find wonder, peace and a voice.

We pride ourselves in being a visitor and community-focused art museum and garden in downtown Jackson, Mississippi. The Museum employs a collaborative staff that works to ensure the exhibitions, programs, operations, and community outreach fulfill the mission, vision, and core values of the institution. We are committed to building a culture of inclusivity that includes continued professional development opportunities at all levels of the Museum.

### **Mission**

The Mississippi Museum of Art connects Mississippi to the world, and the power of art to the power of community.

### **Vision**

Committed to honesty, equity, and inclusion, the Mississippi Museum of Art is a leader in engaging art, artists, and participants in the critical work of reckoning with the past, connecting with each other in the present, and envisioning a future without division.

### **Institutional Core Values**

- Warm Welcome + Inclusion. The Museum will model open hospitality for all people and will demonstrate inclusiveness at all levels of its operations and programs.
- Honesty + Diversity. Honoring diverse viewpoints, histories, and lived experiences, the Museum will be a place for honest conversations that respect difference in the service of increased understanding and empathy.
- Local Relevance + National Distinction. The Museum pursues deep investigations into Mississippi's cultural history and produces programs of high quality and relevance that attract new national partners seeking to explore the relationship between Mississippi and the world.
- Artworks + Artists. Museum programs will honor the primacy of artistic objects as sources of meaning and will include, when possible, meaningful opportunities for participants to have personal experiences with visual artists.
- Excellence + Equity. Museum programs, exhibitions, and collections will place artistic value as critical, while simultaneously dismantling traditional hierarchies of genre and style.
- Trust + Authority. The Museum values academic scholarship and accuracy; and, at the same time, it trusts the voices of people who have lived experiences that deepen the meaning of its exhibitions.

### **Employee Values**

A successful member of the Museum's team will be mission-driven, welcoming, inclusive, respectful, empathetic, ambitious, will bring a level of excellence to their work, have a high respect for artists and artistic integrity, and will collaborate within their department and with other departments.

To apply for an opportunity to be a part of our dynamic team, please send your cover letter and résumé to [careers@msmuseumart.org](mailto:careers@msmuseumart.org).