



POSITION: Assistant Director for Visitor and Volunteer Services
REPORTS TO: Associate Director for Member Services
STATUS: Full-time, exempt, Tuesday through Saturday workweek

Job Summary

The Assistant Director for Visitor and Volunteer Services is an enthusiastic and engaged member of the MMA Development team. This position will ensure the best possible visitor experience for every guest at the Museum. Areas of responsibility include overseeing all Front of House operations, managing the Visitor and Membership services Associates and Gallery Attendants, overseeing MMA's Volunteer Program, and scheduling adult group tours. This position will coordinate with the Education, Operations, and Curatorial Departments to customize the visitor experience regarding upcoming exhibitions and programs. Other duties will include the maintenance and reporting of attendance data for daily operations, special events, and Museum programs, as well as managing the CRM database.

A list of essential job functions is below. This list is not designed 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

Roll #1: Leadership, Management, Accountability

- Manages a customer focused and adaptive team of Visitor and Membership Services Associates, Gallery Attendants, and Volunteers, including recruitment, scheduling, and training.
- Guides team members' growth and development, sets clear priorities, and fosters an inclusive work environment that fulfills the Museum's mission, vision, and values.
- Models the Museum's values by following and enforcing systems, policies, and procedures.
- Represents the Museum's mission, vision, values, and strategic priorities with internal and external stakeholders.

- Provides organizational leadership aimed at a forward-focused vision that is agile, innovative, and aligns with strategic priorities.

Roll #2: Visitor Experience and Front of House operations

- Ensures all visitors have a positive and enjoyable museum experience.
- Provides outstanding customer service and ensures a welcoming, inclusive, and safe environment for all who visit the museum.
- Continually evaluates the needs of the front of house and develops a plan to ensure optimal customer service.
- Effectively addresses issues that arrive during daily operations, including visitor complaints, scheduling, and operational overlaps.
- Has a working knowledge of Altru and sets up systems and best practices for Daily Sales, Ticket Sales, Group Visits, and Data Collection and integrity.
- Reports on visitation analytics, statistics, and visitor feedback.
- Ensures the main phone line and general inquiries are answered in a timely manner.
- Works Collaboratively with other departments to help MMA reach its strategic priorities. Examples include assisting and promoting Memberships and opportunities for individual giving and ensuring gallery, engagement, and public spaces are cleaned, functioning, and stocked.

Roll #3: Adult Group Tours

- Oversees adult group visits including outreach and scheduling to meet specific exhibition attendance goals.
- Collaborates with curatorial and education to determine tour programming and training.
- Leads adult group tours as needed, and schedules Gallery Attendants to provide tours, when applicable.

Role #4: Volunteer Engagement Program

- Develops and manages an inclusive and diverse volunteer program that aligns with strategic priorities.
- Recruits qualified volunteers that share the Museum's mission, vision, values, and strategic priorities.
- Schedules volunteers.
- Collaborates with other departments to provide extensive training and support for volunteers.

Supervisory

Supervises the Visitor and Membership Services Associates, Gallery Attendants, and Museum Volunteers

Competency

- Bachelor or Associates degree, or related experience
- Minimum 4 years of customer service experience
- Previous visitor services experience in a museum or public-facing setting preferred
- Experience managing a diverse team

Knowledge, Skills, and Abilities

- Proven experience in customer service
- Analytical and problem-solving skills
- Communicative and collaborative
- Willing to accept constructive feedback
- Highly organized
- Familiarity with data collection and reporting and CRM databases

Expected Hours of Work

This is an exempt position that works 40-hours a week, primarily Tuesday through Saturday. Some evenings, holidays, and Sundays may be required to support Museum exhibitions, events, and programs.

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.

- Some duties may require long periods of standing and walking as well as frequent reaching and kneeling, pushing, pulling, carrying, lifting, and moving objects 5 pounds or more.
- Work may be performed by indoors and outdoors in different weather conditions.

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 is 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.

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.