

OPERATIONS INTERNSHIP

TITLE: Operations Intern

DEPARTMENT: Operations

DATES: 2018 Fall semester, 120 hour minimum, flexible dates

HOURS: Minimum of 16 hours per week

SALARY: Unpaid

The Timken Museum of Art is currently looking for an Operations Intern. The purpose of the Operations Internship is to gain a better understanding of museum operations in a non-profit setting. Under the oversight of the Director of Operations and mentoring of Operations Associates and Operations Assistant, the Operations Intern position is an unpaid position.  The position is responsible for supporting the museum operations including but not limited to the gift shop, front of house guest services, special events and programs and back of house operations.

TIMKEN MUSEUM MISSION STATEMENT

The Timken Museum of Art preserves the Putnam Foundation’s collection of European and American art for the education and benefit of present and future generations of San Diego area residents and visitors. The Museum celebrates the important role of art as a way of enriching lives and nurturing the creative spirit in all of us.

ELIGIBILITY

The Timken internship program is open to qualified college students or recent college graduates. Students and recent graduates in art history, museum studies or education are encouraged to apply.

ACADEMIC CREDIT

The Timken encourages interns to seek academic credit for their internship and will assist in any way to help the intern receive it. Contact your advisor or department chair to inquire about your school’s requirements

INTERNSHIP RESPONSIBILITIES

The Operations Intern will be primarily responsible for assisting the Operations team with all day-to-day visitor services operations as well as event planning and preparation. The Intern will work closely with the Director of Operations and the Operations Associates and Assistants.

Specific responsibilities include

* Facilitate visitor services including greeting visitors, providing general information about the museum, assisting with backpack and water bottle collection, keeping an accurate count of visitors, and answering wayfinding questions.
* Encourage guests to attend ongoing programs in the galleries and travel events.
* Describe Membership benefits to guests who are eager for more time at the museum.
* Aid in the welcoming and organization of scheduled group visits, including reviewing museum rules and behavior.
* Assist with the day-to-day museum operations, including visitor services, gift shop maintenance, and coordinating support services.
* Participate in on-boarding and training procedures.
* Support the Health and Safety program by drafting communications such as articles, bulletins, and training resources.
* Assist with office tasks including word processing and Internet research tasks.
* Maintain electronic and paper files in an orderly, timely and confidential manner.
* Assist senior management with program logistics, after-hours receptions, luncheons and events including setting up chairs and AV equipment for lectures and meetings.
* Develop a visitor engagement project to be defined by the intern and approved by the internship supervisor.  Activities created are to engage visitors and highlight the museum’s permanent collection. This project is a magnificent opportunity to leave a footprint at the Timken Museum of Art.

QUALIFICATIONS

* 18 years or older.
* Enthusiasm for the Timken Museum of Art.
* Must express interest in visitor services and non-profit work.
* Proficient using Microsoft Office.
* A warm, outgoing attitude with clear verbal communication skills.
* Excellence in customer service and ability to handle visitor issues in a positive, proactive manner.
* Dependable, accountable, trustworthy, and punctual for assignments.
* A neat appearance consistent with being a representative of the museum.
* Attention to detail and ability to multitask.
* Enjoy working with diverse people.
* Foreign-language skills are a plus.

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an intern to successfully perform the essential functions of this internship. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this internship, the intern is regularly required to sit, talk, see and hear. The intern is required to stand, walk and lift or move up to 50 pounds. The intern must be able to verbally communicate in a concise manner.

WORK ENVIRONMENT

The majority of work is performed in a museum environment with attendant noise level and requires observance of safe work practices, fire regulations, and avoidance of falls, trips, and similar office work hazards.

TO APPLY

Please submit your resume along with a thoughtful cover letter that clearly describes how your skills and experience meet the qualifications of this position. No phone calls, please.

For more information or to apply, please contact Robin King Novara - Operations Associate - Facilities and Visitor Services - [rkingnovara@timkenmuseum.org](mailto:rkingnovara@timkenmuseum.org).