



TIMKEN
MUSEUM
OF ART

Job Description Visitor Experience Associate

Supervised by: Operations Manager
Reports to: Operations Manager
FLSA Status: Non-Exempt

SUMMARY

Under the supervision of the Operations Manager, Visitor Experience Associate is a part-time position responsible for delivering a world-class museum experience to more than 250,000 museum visitors annually. Visitor Experience Associates are responsible for fulfilling an array of job functions in a friendly, positive manner, including welcoming and orienting visitors; crowd/access control and queue management; selling products, memberships, and event tickets; providing visitor information and wayfinding assistance; administering and orienting visitors to the Museum's mobile app tours; and providing customer service support by telephone. The Visitor Experience Associates also plays a key role in the implementing the museum's data-driven focus on audience engagement.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Complete daily visitor experience and installation set up and strikes including AV equipment and signage.
- Greet visitors, answer questions, and assist with backpack and water bottle collection.
- Greet school tours, liaison with volunteer docents and Education department regarding tours and programs.
- Monitor and assist visitors in the museum gift shop and ring up sales.
- Organize, clean, and restock gift shop as necessary.
- Liaison with guards regarding security issues.
- Maintain supply of promotional materials including flyers, membership brochures and lecture and trip postcards in the museum's public spaces.
- Screen telephone calls and respond promptly, refer inquiries to staff on incoming correspondence as appropriate.
- Facilitate security procedures for visitor sign in and identification.
- Monitor outdoor facilities, sweeping and cleaning per schedule and as needed.
- Provide timely communication with administrative office regarding tours, docents, donors and any security issues.
- Liaison between museum and administrative staff on issues related to visitor

services, docents, Balboa Park information.

- Document visitor feedback, questions and suggestions.
- Assists in setting and striking of furniture and equipment for special events.
- Reports any deficiencies of equipment or facilities to operations management.
- All other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the job.

ABILITIES

- Ability to pass a complete background check investigation.
- Ability to stand, walk, and/or sit for extremely long periods of time.
- Ability to lift and/or move up to 50 pounds.
- Ability to carry heavy furniture or equipment for short distances.
- Ability to carry backpacks and large purses.
- Ability to use both arms and legs to lift, carry, push, hold objects in both hands, throw objects overhead, suspend objects overhead.
- Ability to work a flexible schedule during periods of high visitor engagement, which may include night and weekend hours as needed for special events.
- Ability to represent the Timken mission and brand to the highest standards
- Neat appearance and good interpersonal skills, including commitment to guest services and ability to work with visitors from all over the world.
- Excellent written and verbal communications skills and a team player.
- Detail oriented, good organizational skills, flexible and able to multitask.
- Able to follow directions and work independently.
- Clear handwriting, basic math skills, ability to make change, operate a cash register, calculator, credit card machine, and telephone.
- Clear diction and acute hearing are necessary for effective communication with co-workers, the public, by telephone and in person.
- Corrected vision close to 20/20 is necessary to perform the job.

EDUCATION/TRAINING

- Bachelor's degree required
- Knowledge of Excel, MS Word, and other basic office software.

EXPERIENCE

- Two years of successful nonprofit experience, preferably in a museum/cultural institution.
- Experience working with volunteers preferred.
- Experience in retail, visual merchandising strongly preferred.

Signature

Date

Name