

Bennington Museum

Art • History • Innovation

JOB DESCRIPTION

March 2024

Job Description: VISITOR SERVICES ASSOCIATE

Pay Rate: \$16.00 - \$17.50

DOE

Reports to: Manager, Visitor Services

Designation - Part Time - 20 to 30 hours per week

Job Summary:

The Visitor Services Associate is responsible for expanding the Museum visitor's experience by offering exceptional customer service, assisting the manager in the overall planning and management of the daily operations of Visitor Services and the Museum Store including supervision in the absence of the manager, sales and administrative tasks, data entry, sales reporting, visual merchandising and other tasks as deemed appropriate. This position works weekends.

Job Duties & Responsibilities:

- Provide top notch customer service resulting in a positive experience for every visitor
- Greet, assist, and present a general orientation of the Museum to visitors
- Process admissions and retail sales, complete cash register transactions, be knowledgeable about store merchandise and help customers with purchases, manage deliveries, and fulfill mail orders
- Monitor visitor activity to ensure safety and prevent theft, as well as evaluate interest and receive feedback from the visitor on their experience while at the Museum
- Responsible for daily cash out and reconciling receipts
- Assists with inventory control, restocks shelves, organize storage areas, and work with the manager to create aesthetically appealing visual displays of the merchandise
- Participates in the annual Museum Store physical inventory process
- Stay up to date about Bennington area businesses and attractions, along with the region, so as to advise visitors on places to visit, eat, or stay

Skills and Qualifications:

- Background or interest in learning about art and history
- Minimum of two years' experience in customer service industry, such as retail, specialty retail, hotel or restaurant experience
- Creative, able to problem-solve and be proficient with Windows-based programs. Experience using Counterpoint POS software is a plus. Familiarity with Adobe and Google Suites is also a plus
- Have a high level of organization and exceptional attention to detail
- Must be able to work independently with minimal direct supervision and as part of a team
- Ability to manage multiple projects and time effectively
- Ability to adapt to change
- Ability to lift at least 30 pounds unassisted and to stand for long periods of time
- Availability to work weekends, and occasionally work overtime, holidays and evenings as necessary
- Flexible and willing to perform special duties as assigned

How to Apply:

Please email letters of interest and resumes to administration@benningtonmuseum.org with the subject line *Visitor Services Associate*