

# ASHEVILLE ART MUSEUM

2 South Pack Square | 828.253.3227 | ashevilleart.org  
PO Box 1717 | Asheville, NC 28802-1717

## Visitor Services Associate

*Updated 10/2021*

### Organization

The Asheville Art Museum, established in 1948 by artists, engages, enlightens, and inspires individuals and enriches community through dynamic experiences developed for all ages that interpret its Collection and exhibitions of American art of the 20th and 21st centuries. Anchoring the center of lively downtown Asheville in the Blue Ridge Mountains, the Museum serves residents of the Southeast and Western North Carolina region, as well as visitors from around the country and the world.

### Position Description

The **Visitor Services Associate** manages daily operations at the Welcome Desk. This front facing position is responsible for the overall visitor experience in the Museum through management of admissions, information, and the Welcome Desk. This position reports directly to the Director of Finance & Operations and oversees the Welcome Desk Assistant, interns, and volunteers.

### Primary Responsibilities & Essential Functions (including but not limited to):

- Manage the Welcome Desk and Museum Store in tandem with the Museum Store Associate.
- Act as team leader to ensure courteous, informative, and timely admission/interaction with Museum visitors including multitasking and training/supervising/providing clear instructions to staff, interns, and volunteers at the welcome desk.
- Provide feedback to Museum staff, interns, Gallery Assistants, and volunteers to ensure the best possible visitor experience. Coordinate with staff and Gallery Assistants to streamline daily operations.
- As a key holder, follow opening and closing procedures for the Museum, Welcome Desk, and Museum Store. Operate all aspects of the point-of-sale system including running daily sales reports and opening/closing registers.
- Record and manage, and report, daily visitor and Member statistics. Prepare monthly statistical reports for management.
- Vet, onboard, train and schedule volunteers across Museum departments. Maintain communication and expectations with volunteers.
- Work with Museum staff in all departments to ensure volunteer descriptions and needs.
- Manage and schedule volunteers for the Welcome Desk, membership table, and Museum Store.
- With Museum Store Associate, assist with strategic initiatives and improve visitor interaction and sales. Regularly analyze admission and sales trends.
- Oversee welcome desk and assist with Museum Store appearance including display and merchandising. Assist in troubleshooting any problems that may arise during work hours.
- Prepare and publish online tickets for general admission and Member events.
- Actively promote Membership, programs, and events to Museum guests.
- Assist Members with purchasing new memberships and renewing expired memberships. Look up Member data and answer questions.

- Be knowledgeable about all Museum programs and exhibitions, maintain information on such programs at the Welcome Desk and train interns and volunteers to share the information with visitors.
- Maintain inventory of Museum materials at the Welcome Desk and other maps, or brochures for visitors.
- Ensure that Welcome Desk is clean, free of clutter, and well organized at all times.
- Work with Learning and Engagement team and volunteers on visitor survey initiatives.
- Interact with the arts community and civic bodies as an advocate for the arts and the Museum.
- Other duties as assigned.

### Compensation & Requirements

This year-round, full-time, exempt position with full benefits works weekends (Saturdays and Sundays required), weekdays, and some holidays and evenings. Annual compensation includes a salary range between \$35,000 and \$38,000 depending on experience, plus paid time off, health insurance, and retirement benefits after required probationary period. The incumbent should have a valid driver's license, be able to lift items up to 30 pounds, handle tools or controls, use close vision, and tolerate moderate noise levels.

### Education & Experience

The ideal candidate will have a high-school diploma and an interest in art history and museums and/or a willingness to learn about American art; be outgoing, positive, enthusiastic, and friendly towards Members, visitors, staff, interns, and volunteers; be highly organized, detail-oriented, and have superior communication skills; and be a team leader. Candidates should have 2+ years' experience in retail leadership and customer service, preferably museum, specialty, or other non-profit. Candidates must be authorized to work in the United States. Experience with Microsoft Office Suite programs, point-of-sales systems (e.g. Shopify, Square), and patron databases is a plus.

To apply send resume, cover letter, and three references to [mailbox@ashevilleart.org](mailto:mailbox@ashevilleart.org) with "Visitor Services Associate" in the subject line. This position is available immediately.

### Equal Employment Opportunity

The Asheville Art Museum provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

### Diversity, Equity, Access, and Inclusion

The Asheville Art Museum's vision is to transform lives through art, and we welcome all visitors without discrimination. The Museum acknowledges that it is situated upon the ancient, southern Appalachian ancestral homeland of the Cherokee Tribe and that this region is still the home of the Eastern Band of Cherokee Indians today. The Asheville Art Museum is committed to being an active leader against racism. We uphold anti-oppressive and equitable practices, while striving to create opportunities for education and action to build a stronger community. The Asheville Art Museum is dedicated to advancing diversity, equity, access, and inclusion—now and in the future. The Museum is moving with awareness and commitment, through assessment, training and engagement, to implementation and accountability.