

Job Description

Title: Visitor Services Associate

Department: Visitor Experience

Position Reports to: Deputy Director of Visitor Experience

Date Revised: April 2026

I. General Summary

The Visitor Services Associate is the visitor's first point of contact and plays a key role in creating a welcoming, engaging, and informative experience. The position enhances each visitor's experience through friendly interactions, clear communication, assisting in wayfinding, and in-depth knowledge of exhibitions, and educational opportunities.

In this role, a person must enjoy working with the general public and provide exceptional customer service to all visitors. As a member of the front-of-house team, Visitor Services Associates must be diligent in communication and proactive in resolving issues as they come up, ensuring a smooth and positive visit.

This role also offers opportunities to develop knowledge of the arts and build skills in interpretation and public engagement, including leading exhibition tours and facilitating meaningful visitor experiences.

II. Principle Duties and Responsibilities

Serve as the Museum's primary contact with the general public (80%)

- Welcome and inform visitors about the museum and exhibitions through communication via in person, telephone, and email.
- Promote and facilitate registration of classes, memberships, and donations.
- Maintain a professional and respectful presence, even in times of stress.
- Communicate museum rules and policies to visitors in a clear and respectful manner, remind and enforce as necessary.
- Anticipate visitors' needs and make proactive suggestions to facilitate a quality museum experience.
- Resolve visitor concerns through active listening and intentional response, ensuring an effective solution for both the museum and visitor is found.
- Be timely and reliable for all scheduled shifts on a regular basis.
- Report visitor and staff concerns or inquiries in a timely and clear manner through appropriate lines of communication.
- Follow security policies of the museum when opening and closing.
- Ensure a safe and secure environment for all visitors and staff of Plains Art Museum and Center for Creativity, including in times of emergency.
- Stay up to date on current and upcoming exhibitions, programs, and events to answer everyday questions from visitors and direct them to other resources as needed.
- Facilitate quality customer service in the Museum store.

Provide organizational support (15%)

- Circulate the entire Plains Art Museum site through scheduled rotations and as needed.
- Complete daily exhibition checks and consistent gallery monitoring.
- Track visitor statistics and work collaboratively with Deputy Director of Visitor Experience to collect needed data.

- Perform light household cleaning, such as keeping the front desk area free of clutter and dusting.
- Maintain clean and organized galleries, desk spaces, art lounge, and other engagement spaces.
- Perform other duties as assigned.

Facilitate public engagement opportunities (5%)

- Lead public tours of exhibitions with training and guidance from Deputy Director of Visitor Experience.

III. Background

Supervision - The position does not include any supervisory responsibilities.

Confidentiality - This position requires high ethical standards, integrity, and discretion in dealing with staff and the financial information of The Store's operations. There will always be information that is sensitive to donors and members regarding their relationship with the museum.

Mental Application -The work performed in this position is governed by established policies and procedures. The individual will show initiative to the work and make sure all assigned tasks are completed in a professional and timely manner

Responsibilities - The position requires organization and thoroughness in project and time management. A commitment to excellent customer service is essential.

Contacts - Internal - museum staff, management and volunteers. External- vendors, members and the general public.

Magnitude and Scope - All directives and expenditures require approval of immediate supervisor.

IV. Conditions of Employment

Working Conditions - The position requirements can be performed in normal office conditions. Dress attire is business casual. The position is performed in the Plains Art Museum building and adjacent Center for Creativity building.

Equipment Operations -- This position requires working knowledge of computers, printer, calculator, telephone, fax machine, photocopier, and other office equipment.

Background Check—Employment is conditional upon a successful review of a criminal background check.

V. Specifications

Education - The position requires a minimum of a high school education. Must be able to effectively communicate with staff and the public. Must possess knowledge/interest in visual arts and be comfortable interacting with a broad spectrum of people.

Experience - Must possess a demonstrated ability to communicate with guests and staff (telephone and in person), as well as provide a high level of security in a manner reflecting a commitment to customer service and excellence.

Abilities -. Must have the ability to speak, read, write and understand the English language in order to facilitate communication. Must have ability to understand written and verbal instructions, communicate, and organize work

with museum personnel, volunteers, and the general public. Must be able to work independently as well as part of a team. Must be able to perform multiple tasks concurrently.

VI. Essential Job Functions

Must be able to balance, bend, climb, crouch, reach, twist, stand and sit. Must be able to sit at a desk for extended periods of time and have the finger dexterity to operate office equipment as necessary. Must be able to lift/move up to 20 pounds. Must exhibit mobility to visit various departments of the museum in order to keep up with the daily demands of the position.

(Print Name Clearly)

Employee Printed Name: _____

Employee Signature: _____ **Date:** _____