



POSITION TITLE

Visitor Services + Membership Associate

CLASSIFICATION

- 25-29 hrs. per week
- Wednesday-Sunday and during special events as needed
- Non-exempt, \$11/hr.

ORGANIZATION

The Visitor Services + Membership Associate will greet customers and inform them about the Museum's exhibitions and programming; perform daily sales for the MOCAD store; perform some reception and administrative tasks; and other visitor services duties as assigned. This position will also play an active role in selling and processing memberships.

DIRECT SUPERVISOR

Operations + Administration Manager

QUALIFICATIONS

- Friendly and eager to welcome, assist, and communicate with Museum visitors and patrons from all walks of life.
- Strong interpersonal communication skills to interface with various departments, management levels, and the public. Ability to communicate thoroughly.
- Interest in contemporary art and culture.
- Attention to detail; extremely punctual and reliable. Able to maintain a calm demeanor during high traffic times.
- A proactive, can-do attitude and self-starter approach to work, with a sense of urgency.
- Superior organizational abilities for general administrative tasks.
- 1-2 years of retail, customer service, and cash handling experience.
- Excellent written and oral communication skills, including attention to written grammar and spelling.
- Working knowledge of Apple OSX, Microsoft Office Suite (Word and Excel), Google Calendar/Google Suite. Familiarity with Mailchimp, Shopify Point of Sale, or Donor Perfect a plus.
- Relevant experience, including customer service, online or retail sales, and basic knowledge of accounting procedures.
- Can lift up to 25lbs.

JOB DUTIES

Visitor Services

- Greet Museum guests proactively and inform them about Museum programming, exhibitions, admission, and membership.
- Respond to visitor inquiries in person, by phone, and via the info@mocadetroit.org account regarding MOCAD's mission and general museum information.
- Route thorough verbal/voicemail messages to staff members.
- Occasionally assist with group tours.
- Open and close the Museum and Store during regular hours, and on request for programs and special events. Includes turning on/off all exhibitions, building lights, routine tidying/cleanup of the front desk and supply area. May require assisting colleagues with Café reset on occasion.
- Maintain cleanliness and tidiness in the front desk area to transmit a professional appearance to our visitors.
- Reprint and replace MOCAD promotional/informational materials as needed.
- Enter email newsletter sign-ups into Mailchimp, and perform other administrative tasks as needed.



Galleries/Exhibitions:

- Maintain a friendly presence while monitoring the galleries.
- Communicates "museum etiquette" and Museum rules to visitors on entrance.
- Serves as a guide and resource for visitors regarding exhibitions, providing information on exhibited works and featured artists.
- Provides instruction to visitors in the case of emergencies.
- Routinely inspects gallery spaces and grounds as part of exhibition and building maintenance, and communicates issues to appropriate staff members.

Membership

- Actively offer MOCAD Membership to all visitors, while checking in with admissions, purchasing at the store, or upon leaving the museum.
- Participate in reaching shared departmental membership sales goals.
- Process incoming MOCAD Memberships according to Visitor Services Manual – requires data processing, mailing, and communication with new members.

Store

- Process in-person sales in the MOCAD Store including financial procedures at opening and end-of-day closing.
- Maintain the cleanliness and order of the store merchandise including dusting and organizing.
- Provide great customer service by gaining product knowledge and assisting visitors with product selection.
- Occasionally gift wrap products which are purchased.
- Have strong visual abilities and assist with merchandising the Store and maintaining design as needed.

To apply, please email a PDF copy of your resume and cover letter to Human Resources at hr@mocadetroit.org. No phone calls please.

The Museum of Contemporary Art Detroit provides equal opportunity to its applicants.