



Position Description
Visitor Services Associate

About MOCAD

The Museum of Contemporary Art Detroit (MOCAD) presents exhibitions and programs that explore the best of contemporary art, connecting Detroit and the global art world. MOCAD is focused on art as a means to nurture social change and human understanding, reflecting our community. We encourage innovative experimentation by artists, musicians, makers, cultural producers, and scholars to enrich all who participate and to educate visitors of all ages in the power of art. Whether from Detroit, or around the world, we welcome creative voices who can guide us to an equitable and inclusive future. We believe that art can change us, and it's our responsibility to hold a space where challenge, acceptance, hope, and beauty can coincide.

MOCAD opened to the public in 2006. It is operated by a staff of roughly 25 employees who work to deliver two to three exhibition and programming seasons per year in both MOCAD's main building and Mike Kelley's Mobile Homestead. MOCAD is an Equal Opportunity Employer.

About the Role

The Visitor Services Associate is responsible for welcoming visitors and informing them about the Museum's exhibitions and programming; performing daily sales for the MOCAD store and membership; performing some reception and administrative tasks; gallery attending; and other visitor services duties as assigned. The goal of this role is to help ensure all visitors have a positive and enjoyable experience visiting the Museum.

Classification

Status: Part-time, Non-exempt.

Compensation Range

\$15 hourly, up to 29 hours per week.

Schedule

Wednesday – Sunday, and during special events as needed. This is an on-site position.

Direct Supervisor

Operations Manager

Museum of Contemporary Art Detroit

4454 Woodward Ave Detroit, MI, 48201
313.832.6622



Role Responsibilities:

Visitor Services

- Greet Museum guests and provide information about Museum programming, exhibitions, admission, membership, and pandemic guidelines. Stay up to date on MOCAD's current offerings to inform visitors about upcoming exhibitions, programs, and events. Respond to visitor inquiries regarding MOCAD's mission and general Museum information, both in person and by phone.
- Orient visitors to the Museum, including directions to restrooms, the front desk, café, and other facilities as needed.
- Open and close the Museum and Store during regular hours and upon request for special events or programs. This includes turning on/off exhibitions and building lights, performing routine tidying/cleanup of the front desk and supply area, and occasionally assisting with Café reset.
- Route verbal and phone messages to appropriate staff members and gather daily attendance data. Provide the daily attendance report to all staff via email.
- Ensure the front desk area remains clean and organized to present a professional and polished appearance to visitors.
- Follow additional sanitizing protocols as outlined in MOCAD's COVID-19 pandemic response plan, helping to maintain a safe environment for both visitors and employees. Work with the team to monitor galleries in accordance with pandemic guidelines.
- Actively promote MOCAD Membership to all visitors during check-in, store purchases, or upon departure from the Museum.
- Assist with administrative tasks and project-based work as needed, including reprinting and replacing MOCAD promotional materials and entering email newsletter sign-ups into Mailchimp.
- May occasionally assist with group tours.

Galleries Attending/Exhibitions

- Rotate as a gallery attendant as needed, based on the requirements of each exhibition, ensuring a consistent and friendly presence while monitoring the galleries.
- Use a welcoming and encouraging approach to enforce safety guidelines, ensuring the protection of artworks, the safety of visitors, and adherence to any pandemic-related measures.
- Greet visitors warmly, communicate "museum etiquette" and rules upon entrance, and serve as a guide by providing information about exhibitions, displayed works, and featured artists.

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- Provide clear instructions to visitors during emergencies, ensuring their safety and security.
- Conduct routine inspections of gallery spaces and grounds to support exhibition and building maintenance, promptly reporting any issues to the appropriate staff.

Admissions & Store

- Manage in-person sales at the admissions desk and the MOCAD Store, including performing financial procedures during opening and closing. Ensure accurate and efficient use of the point-of-sale (POS) system and promptly address technical issues as needed.
- Maintain the cleanliness and organization of store merchandise by dusting, arranging displays, and restocking as necessary. Support merchandising efforts by creating visually appealing layouts and assisting with store design (strong visual skills are a plus).
- Monitor and replenish supplies at the admissions desk, ensuring that brochures, maps, and membership forms are readily available to enhance the visitor experience.
- Provide outstanding customer service by developing product knowledge, assisting visitors with merchandise selection, and occasionally gift wrapping purchased items.
- Participate in quarterly and annual physical inventory counts to maintain accurate stock records and support operational efficiency.
- Prepare and share sales and financial analysis for the store and admissions with key staff, offering insights to inform strategy and decision-making.
- Collaborate with staff and board members to develop and implement effective merchandising strategies that align with MOCAD's goals.

Qualifications:

- Must be at least 18 years of age with 1–2 years of relevant experience in online or retail sales, customer service, and basic knowledge of accounting procedures and cash handling.
- Strong attention to detail, punctuality, and reliability.
- Ability to maintain a calm demeanor during high-traffic periods and handle high-volume, busy environments.
- Physically capable of standing for extended periods, lifting up to 25 lbs., climbing stairs and ladders, bending, stooping, sitting, pushing, pulling, and performing tasks requiring manual dexterity.
- Must have weekend availability.

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Desired Skills and Experience:

- Ability to work independently with a proactive, self-starter approach and a sense of urgency.
- Excellent interpersonal and communication skills, with a friendly attitude and ability to work collaboratively in a team environment.
- Strong organizational skills for handling general administrative tasks, with the ability to maintain a neat and orderly work area.
- Interest in contemporary art and culture is a plus.
- Working knowledge of Apple OSX, MS Office Suite, Adobe Acrobat, Google Suite, and calendar applications. Familiarity with Mailchimp, Shopify Point of Sale, or Donor Perfect is a plus.
- Reliable transportation.

To apply for this role, please email your resume and cover letter as a PDF to jobs@mocadetroit.org. Unfortunately, we are unable to respond to inquiries about hiring or this position.

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