

The Mattatuck Museum, Waterbury, CT

JOB TITLE: Visitor Services Associate

REPORTS TO: Director of Visitor Services

FLSA STATUS: Part-Time, Hourly

RATE OF PAY: \$13.00/hour, weekend and evening availability required

The Mattatuck Museum is known for engaging its community in an understanding of the past and providing vision and leadership for the future through its exhibitions, programs and collections of national significance. These initiatives interpret the history of the greater Waterbury region and American art from the Colonial period to the present.

The Visitor Services Department creates and ensures a positive Museum experience and environment for guests. The Museum seeks an outgoing, reliable individual to join our Visitor Services (VS) Department. This individual will be responsible for greeting visitors to the Museum, selling admission tickets and memberships, promoting the Shop to visitors, as well as providing information on programs, events, and general information.

Key Responsibilities:

- Operate the Museum's VS desk, provide positive customer service experiences, and create meaningful connections to all Museum guests;
- Provide general information about the Museum and its exhibitions, membership, amenities, facility rentals, and upcoming programs & events;
- Facilitate daily ticket sales for admission and membership sales, shop purchases, public program fees, and rental payments using the Museum's database management system (Altru);
- Actively promote and sell Museum memberships to reach monthly revenue goals;
- Assist in the Museum shop including sales, loss prevention, and inventory;
- Train as a Museum Interpreter (tour guide) and give group tours to all ages on a regular basis;
- Answer general telephone inquiries and relay calls to appropriate staff members;
- Offer concierge-like service for guests interested in other Downtown Waterbury and local area attractions and venues;
- Handle and balance cash, check, and credit card transactions;
- Assist with office work on an as-needed basis (research, data entry, etc.);
- Other duties as assigned.

Qualifications and Skills Preferred:

- Enjoys working with the public, meeting new people, and partnering with volunteers;
- Possesses good communication skills (Spanish language skills a plus);
- Provides quality customer service for Museum visitors with the ability to be diplomatic in challenging situations;
- Ability to speak in front of a group and provide engaging and informational tours;
- Broad, general knowledge and interest in the community and region;
- Computer proficiency with a working knowledge of the Microsoft Suite, web-based applications, point of sales system, and basic database experience.

Skills to be Enhanced or Developed on the Job:

- Learn about all aspects of visitor/hospitality services through training and on the job experience;
- Basic evaluation strategies and statistics gathering and reporting;
- Ongoing training to include expanded information on Museum collections, changing exhibitions, tour mechanics and skills, and more;
- Working within a team staff environment, supported by an enthusiastic professional staff.

Schedule:

This position will work 24-30 hours per week including weekends and some nights with the opportunity for additional hours covering other shifts and during special events. Specific days/hours will be assigned with up to two weeks' prior notice. Hours of work may be adjusted to meet the needs of the Museum.

To apply, please send current resume and 3 professional references to: VISITOR SERVICES ASSOCIATE SEARCH, Attn: Janice Shambor, Finance Manager, Mattatuck Museum, 144 West Main Street, Waterbury, CT 06702 or via email to janice@mattmuseum.org. Position contingent upon a satisfactory background check.

Documents should be sent as attachments using Microsoft Word or PDF format and should not exceed five (5) megabytes. No phone calls please. Only those selected for an interview will be contacted. The Mattatuck Museum is an Equal Opportunity Employer. As such, we are interested in candidates who are committed to high standards of scholarship, performance and professionalism, as well as to the development of a climate that supports equality and diversity.