



MUSICAL INSTRUMENT MUSEUM

Job Description

Position Title: Guest Service Associate - Part-time (16-25 hours per week, varies seasonally)
Availability needed: Daytime, including Saturdays and Sundays. Occasional evenings.

Position Summary: MIM is looking for an enthusiastic and energetic individual to interact with guests upon entrance to the museum and theater, as well as on the telephone, in a fast-paced environment. Guest Service Associates function as the Box Office, Coat/Bag check and Information Desk for MIM ensuring a positive guest experience which reinforces the MIM brand.

Primary Responsibilities:

- Welcome guests to MIM by selling tickets/admissions, checking coats/bags, distributing the Guideport audio system, enforcing admission policies, and providing general information
- Handle large volumes of financial transactions and settle cash drawers at the end of each shift
- Provide information regarding MIM's membership and donor programs, accept donations, and assist members/donors with taking full advantage of their benefits
- Answer telephones to sell theater tickets and museum admissions for guests
- Maintain the Guideport audio units and headphones, including cleaning and charging them as needed
- Provide a positive and enthusiastic atmosphere for MIM guests
- Other duties as needed

Skills/Requirements:

- High school diploma or GED equivalency
- Ability to cheerfully exercise patience and sound judgment in a variety of situations, especially in direct interactions with the public
- Box office and/or museum experience strongly preferred
- Ability to lift up to 20 pounds and push/pull up to 50 pounds
- Strong computer skills
- Excellent verbal communication skills

Other:

- Hourly rate is \$12.00
- Daytime, including Saturdays and Sundays. Occasional evenings. Hours varies depending upon the season.

Qualified candidates should submit a resume and cover letter via the link below:

https://workforcenow.adp.com/jobs/apply/posting.html?client=themim&jobId=67187&lang=en_US&source=CC3