



Position Title: Seasonal Guest Service Associate

Reports To: Guest Experience Director

FLSA Status: Non-Exempt

Job Status: Part-time, Seasonal

Job Location: Onsite

The Mission of MIM: The Musical Instrument Museum (MIM) enriches our world by collecting, preserving, and making accessible an astonishing variety of musical instruments and performance videos from every country in the world. MIM offers guests a welcoming and fun experience, incomparable interactive technology, dynamic programming, and exceptional musical performances. MIM fosters appreciation of the world's diverse cultures by showing how we innovate, adapt, and learn from each other to create music—the language of the soul.

Core Values: Our four core values represent the standards by which each team member is expected to contribute towards the excellence of the MIM experience. MIM's culture of high energy, innovation, questioning, and problem solving ensures we will overcome challenges and establish new paradigms for museums everywhere.

1. **Guest-Friendly:** MIM provides a welcoming, engaging, and accessible experience for each guest.
2. **High-Performing:** MIM team consistently exceeds expectations.
3. **Ever-Changing:** MIM is in constant evolution as it strives to improve continually.
4. **Sustainable:** MIM is committed to ensuring the sustainability of the organization for generations to come.

Position Summary: MIM is looking for an enthusiastic and energetic individual to interact with guests upon entrance to MIM, as well as on the telephone, in a slow to fast-paced environment depending on the season. Guest Service Associates function as the box office, coat/bag check, and primary information desk for MIM, ensuring a positive guest experience which reinforces the MIM brand.

Responsibilities/Essential Duties:

- Welcome guests to MIM and provide a positive and enthusiastic atmosphere for MIM guests
- Sell tickets for museum admission, concerts, and other programs; check coats/bags; distribute the guidePORT audio system; enforce admission policies; and provide general information

- Accurately handle large volumes of financial transactions and settle cash drawer 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 tickets and answer guests' inquiries
- Maintain the guidePORT audio units and headphones, including disinfecting and charging them
- Other duties as needed.
- **General Expectations:** Maintain regular attendance and punctuality. Follow all policies and procedures. Cultivate inclusive and respectful working relationships that support a sense of belonging for all team members, volunteer team members, and guests. Perform other duties of a similar nature and level as assigned.

Qualifications: Highschool diploma or GED and some box office and/or museum experience, or an equivalent combination of education and experience sufficient to successfully perform the essential duties such as those listed in the job description.

- Ability to cheerfully exercise patience and sound judgment in a variety of situations, especially in direct interactions with the public.
- Excellent verbal communication skills.
- Proficient and comfortable with computers.
- Previous experience with PatronManager software preferred.
- Previous customer service and/or retail experience are highly preferred.

Other:

- Salary is commensurate with education and experience.
- Work schedule is typically 20-30 hours per week with a minimum of four days' availability including at least one weekend day.
- Duration through Saturday, May 29, 2027.
- Position pays \$17 per hour.

Physical Demands:

The physical demands described here are representative of those that must be met by a team member to perform the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with a disability to perform the essential functions of this position.

- The position frequently requires the ability to lift up to 20 pounds and push/pull up to 100 pounds.
- This position requires long periods of standing.

Work Environment:

The work environment characteristics described here are representative of those that the team member encounters while performing the essential functions of this position. Reasonable

accommodations may be made to enable qualified individuals with a disability to perform the essential functions of this position.

- The work environment is generally indoors inside the museum.

To apply, please submit your resume via email to HR@MIM.org and include the job title for which you are applying in the subject line.