



**TUCSON MUSEUM OF ART AND HISTORIC BLOCK
JOB DESCRIPTION
EOE**

POSITION: Visitor Services Associate

WORK SCHEDULE: Monday – Sunday. 15+ hours per week. Primarily mornings to afternoon. Schedule may vary to include special events and activities in the evenings and on weekends.

STATUS: Part-Time Hourly, Non-Exempt

REPORTS TO: Director of Visitor Services

RATE: \$15.15 per hour

Job Descriptions and Distinguishing Characteristics:

This position is responsible for aspects of the Admissions Desk, Museum Store, and Ed Center Desk. Serves as admissions clerk, receptionist, and supports the TMA Museum Store as a professional and outgoing associate. Operates a POS system, applies basic computer skills, answers phone calls, handles money, and greets and communicates effectively with visitors. Demonstrates knowledge of current museum exhibits, store merchandise, and museum layout. The Visitor Services Associate has considerable public contact and helps to represent the Museum to the community through positive public relations activities.

ABOUT THE TUCSON MUSEUM OF ART

At the Tucson Museum of Art, we actively seek to employ a diverse group of people who embody, promote, and uphold our organizational values and Inclusion, Diversity, Equity and Access (IDEA) Plan. We welcome and encourage individuals of all backgrounds to apply. The IDEA Plan's principles of relevancy, community, respect and multivocality are at the heart of the museum's collection, exhibitions, programs, Board of Trustees, staff and volunteer groups.

Located in downtown Tucson, the Tucson Museum of Art and Historic Block connects art to life through meaningful and engaging experiences that inspire discovery, spark creativity, and promote cultural understanding. A core value of the museum's Strategic Plan is to ensure a culture of inclusion, diversity, equity and access.

As a responsive, community-centered museum, we strive to represent, activate, and advocate for all Southern Arizona communities.

Typical Examples of Work Performed

- Provides a welcoming and professional environment for admissions, store patrons, and general visitors.
- Assists customers with sales including admissions, memberships, and store purchases.
- Greets and directs visitors as needed.
- Handles cash responsibly with accuracy according to opening /closing procedures.
- Prepares store and/or satellite locations for opening by restocking merchandise, checking inventory and supply levels, and providing general housekeeping.
- Operates POS system including data entry, reporting and inventory controls.
- Demonstrates knowledge of products, current exhibitions, and store/Museum policies.
- Provides sales support at special events including the Holiday and Spring Artisans' Markets, and sales during special opportunity events, such as exhibition openings, on-site fundraisers, facility rentals, and VIP guided tours.



Minimum Requirements/Knowledge/Skills

- High School Diploma/GED.
- 1 – 2 years retail experience, preferably in a museum, specialty store, or bookstore.
- Experience in operating a POS system, credit card machine, computer, and general office equipment.
- Must be able to stand between 4-6 hours consecutively.
- Knowledge of inventory control, retail accounting, and merchandizing.
- Knowledge of visual display and marketing techniques.
- Excellent communication skills, both verbal and written.
- Strong organizational skills.
- Must be personable, congenial, and hospitable.
- Physical mobility including standing, sitting, walking and ability to handle multiple tasks simultaneously; ability to lift up to 50 pounds.
- Ability to establish and maintain effective working relationships with fellow employees and the public.
- Other duties as required.
- Bi-lingual preferred.

How to Apply: Qualified candidates wishing to be considered for this position may submit their application materials, including resume, cover letter via email to: jobs@tucsonmuseumofart.org