

**Job Title:** Visitor Services Associate  
**Department:** Marketing Communications  
**Reports To:** Assistant Director for Online and Visitor Services

### **Summary**

The Bechtler Museum of Modern Art is committed to hiring talented individuals who share in the museum's vision of providing the best visitor experience while sharing the joy and excellence of modern art to inspire, inform, and enhance cultural and intellectual life. The successful candidate will display a curiosity to learn, a passion for serving the public, positive energy, and the ability to work closely with a small team of committed colleagues. Located in Charlotte, North Carolina, the Bechtler is a mid-sized museum with a permanent collection of European and American modern art.

### **Primary Responsibilities**

The Visitor Services Associate is a vital member of the Bechtler team who provides an invaluable service to the museum and the public by creating a positive and welcoming environment for all visitors while providing information and assistance throughout the guest's individual interaction with the Bechtler. Reporting to the Assistant Director for Online and Visitor Experiences, Visitor Services Associates are cross-trained to provide support in multiple areas including front desk operations, museum store operations, and monitoring of museum galleries to ensure the safety of the artwork and our visitors.

### **Admission Desk + Essential Duties:**

- Operate a point-of-sale (POS) system with cash register and process various ticketing transactions.
- Sells admission tickets memberships, museum shop merchandise, and programming tickets.
- Performs all daily opening, operating, and closing procedures with established guidelines.
- Provide excellent customer service for guests throughout the entire visitor experience; provide information about museum exhibitions and programs and provide visitors with information about the surrounding community.
- Answer and direct phone calls and answer general questions about the museum, exhibition, and public offerings.
- Performs other tasks and assignments as needed.
- Position requires frequent, sustained periods of sitting and standing.
- Must be able to lift up to 20 pounds.
- Combination of weekday, weekend, and holiday scheduling availability required.
- Commit to minimum of 20-25 hours per week. Some weeknight shifts required for after-hour programs and events.
- Ticketed events like concerts and film screenings require some team labor in setting up chairs, tables, and stage as needed for programs.
- Welcome and monitor visitors to ensure that all visitors who enter the galleries have either purchased an admission ticket or are identified as staff or special guest.
- Monitor visitation in the galleries, while keeping the safety of the artwork the main priority and enforcing Bechtler Museum of Modern Art policies.
- Respond to questions from the public and promote membership.
- Serve as an advocate for the visitor while promoting the safety of the museum; communicate consistently with visitors to ensure a positive museum experience

### **Qualification Requirements:**

- Detail oriented while demonstrating strong initiative and follow through. Accuracy and attention to detail are essential.

- Friendly and outgoing personality, able to conduct oneself in a polite and professional manner in a variety of situations.
- Ability to assert oneself when needed in order to enforce policies and protect artwork.
- Ability to use good judgement and respond to visitor concerns or complaints while remaining calm and presenting a professional demeanor.
- Has familiarity with overseeing reception lobby tasks or similar operations that require interacting with guests – in person, over the phone, or via email – in a consistently professional manner.
- Ability to work in a setting where a high degree of daily communication is required. Must value viewpoints of other team members with different areas of responsibility.
- Adept at handling cash and processing sales and providing opening and closing drawer reports.
- A self-starter within a fast-paced, team environment, adjusting and providing appropriate action when unanticipated needs arise.
- Strong customer services skills and excellent communication skills and ability to communicate with a wide variety of audiences.
- High level of energy, enthusiasm, flexibility, and patience.
- Knowledge or ability to train in CPR and First Aid with experience in responding to emergencies.

**To Apply**

Please send a letter of interest and resume via email to:

Hiring Manager

Bechtler Museum of Modern Art

420 S. Tryon Street

Charlotte, NC 28202

[Employment@bechtler.org](mailto:Employment@bechtler.org)