Newark Museum Association

Title: Visitor Services Assistant

Location: Newark, NJ

Job Type: Part-Time

Compensation Type: Hourly

Start Date: ASAP

Position Objective:
Under the supervision of the Director of Facility Operations, the Visitor Services Assistant performs a wide variety of services in support of enhancing the visitor experience at the Museum.

Specific Duties and Responsibilities:
- Assumes the role of Museum representative to enhance the visitor experience, setting a welcoming and friendly tone and image to visitors at the Museum.
- Performs all tasks related to the visitor experience including welcoming, membership sales, ticket sales, property checking, school groups, and information services.
- Provides visitors with direction, information and guidance on Museum exhibitions and programs.
- Administers surveys, handle visitor’s complaints and refers issues as appropriate to the Assistant Director of Facility Operations or other managers.
- Answers telephone inquiries and process requests for information, RSVP, and registration.
- Assists school groups during arrival and exit, assists Education staff with keeping groups organized, provides escorts as appropriate, organizes Program Halls for school groups; organizes coats and backpacks.
- Perform other duties as required to meet the mission of the organization.

Qualifications:
- Experience in customer service and/or sales
- Excellent communication skills
- Comfortable working with large crowds of visitors including children
- Good computer keyboard skills
- Ability to handle money accurately
- Available to work weekends and holidays
- Able to stand for long periods of time

Application Instructions:
Interested candidates should submit resume and letter of interest to:

Human Resources, Newark Museum
49 Washington Street
Newark, NJ 07102
Disclaimer Information

About the organization:

Since its founding in 1909, The Newark Museum has been guided by a commitment to building major collections, as well as a commitment to educating the public and serving the community. The Museum features over eight galleries and houses one of the most extensive collections of American art - paintings, sculpture and decorative objects spanning three centuries. In addition, the Museum contains impressive holdings of African art, Classical art, European and American decorative arts and arts of Asia, including the largest collection of Tibetan art in the Western Hemisphere. The Museum complex is also made up of the Victorian Ballantine House, a National Historic Landmark built in 1885, the Alice and Leonard Dreyfuss Planetarium, the Alice Ransom Memorial Garden, site of contemporary outdoor sculpture, an authentic one-room school house (circa 1784), and the Newark Fire Museum. The newest addition to the Museum will be a 5,000 square-foot natural science exhibit Dynamic Earth: Revealing Nature's Secrets, opening in November 2002.