

Job Title: Visitor Services Associate
Department: Security/Visitor Services
Reports to: Director of Facilities
Status: Part time, non-exempt, hourly wage. No benefits.



311 E Main Street | Fort Wayne, IN 46802
www.fwmoa.org | 260.422.6467

Job Summary:

Staff in this position will be responsible for the welcoming reception of visitors to the Fort Wayne Museum of Art and handling all front of house duties, with customer service at the heart. Further, staff in this role are also fully trained as museum security guards and will rotate posts in gallery security and the front desk throughout their shift. This position is a hybrid visitor services and security role, meaning that the ideal candidate is enthusiastic about serving people, welcoming them to the museum, and able to maintain the safety of staff, volunteers, and visitors, and the artwork and enforcing museum policies and security standards.

Duties and Responsibilities:

- Assists visitors, callers, staff and volunteers with a friendly and people-first attitude. At the front desk, duties will include answering the phone and directing calls, selling admissions to visitors, welcoming and directing visitors, receiving packages, and forwarding daily sales revenue to the CFO.
- Monitors galleries to ensure safety of artwork, visitors, and facility.
- Responds to emergency situations or evacuations. Communicates with the Fire Department, Police Department, Alarm Company, Director of Facilities, staff, and volunteers as necessary.
- Documents alarms, incident reports and maintains daily log.
- Monitors security cameras and alarm panel.
- Monitors ingress-egress of artworks, visitors and parcels.
- Depending on shift, may be responsible for opening the museum in the morning and securing it at night.
- Performs other duties at the request of the Director of Facilities, COO, or CEO.

Position Requirements:

- Excellent verbal communication skills and willingness to interact with members of the public in a helpful, positive, and welcoming manner.
- Must have an understanding of and demonstrated ability in excellent customer service
- Must be able to stand in 30-minute intervals throughout the day
- Ability to follow clear directions
- Basic computer skills
- Enthusiasm for the arts and a willingness to learn basic information about each exhibition for the benefit of guests
- Respect for museum safety and security standards and commitment to upholding those standards
- Pass a criminal background check

Institutional Leadership and Interaction:

- Keep privileged information confidential and represent the Museum in professional circles and before the public in a way which shall at all times enhance the credibility of the Museum.
- Work cooperatively and productively to fulfill the Museum's goal and objectives.
- Attend and, if necessary, assist with Museum functions.
- Attend professional meetings, workshops, and conferences as appropriate and feasible.

Qualified applicants should please submit a resume and brief cover letter summarizing their interest in this position, and complete the Availability Template which can be found on the FWMoA website where this job listing appears. In fairness to all, meetings with interested applicants will not be held prior to the interview process. The application period will remain open until the position is filled.

FWMoA will recruit, hire, train, and promote persons in all job titles without regard to race, color, religion, national origin, sex, age (except where sex or age is a bona fide occupational qualification, as defined by law), physical or mental disability (except where the disability prevents the individual from being able to perform the essential functions of the job and the employee cannot be reasonably accommodated in full compliance with the law), or sexual orientation. FWMoA will make employment decisions so as to further the principle of equal employment opportunity.