



4 East Main St., Christiansburg, VA 24073

montgomerymuseum.org

Position Title: Guest Services Associate (GSA)

Status: Part-Time/Non-Exempt

Job Posting Expires: Open until Filled

Job Overview: The Guest Services Associate is responsible for overseeing the front desk operations, gift shop, and facility use on select days. This position requires availability on *most* Saturdays and weekday evening hours as needed.

Operations and Security:

- Conduct daily opening and closing procedures of the museum on Saturday afternoons and some evenings as required
- Ensure collection security by monitoring the library and exhibit spaces
- Ensure all museum spaces are clean and well-stocked
- Give tours of the exhibits as requested
- Check cleaning supplies and alert staff when stock is low.

Front Desk:

- Provide excellent customer service at the front desk and museum gift shop
- Receive and relay messages for other museum staff
- Be knowledgeable of all exhibit content and disseminate information to visitors
- Process museum memberships and gift shop sales
- Reconcile all front desk payments and sales on a regular basis
- Assist with projects and mailings when applicable

Museum Gift Shop

- Restock merchandise and products when needed
- Conduct inventory checks
- Use suggestive selling techniques and process retail sales

Research/Collections

- Present paperwork for collection donations and follow all protocols regarding collection in-take procedures

Marketing

- Assist with promotional material when needed and work with the Events and Marketing Coordinator as required

Montgomery Museum

OF ART & HISTORY

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Physical Requirements: The GSA must be able to stand for long periods of time and climb stairs. He or she must be able to assist in carrying and lifting objects weighing up to 30 pounds.

Reporting Supervisor: Executive Director

Attire: Montgomery Museum polo (will be provided)

Hourly Wage: Part-time hourly position. Hours per week will vary with no less than 3 hours and no more than 6 hours per work week. The hourly rate of this position is \$13/per hour.

Education: High School Diploma/GED equivalent or higher

Preferred Qualifications: This position is ideal for someone who is willing to work weekend and evening hours for supplemental income. The ideal candidate will be comfortable working in a clerical capacity. Experience with Square or a similar point-of-sales system is preferred. The museum is open every Saturday from 1 p.m. – 4 p.m. This individual will also be called upon to work evening hours during the week as applicable for museum special events and receptions. Other preferred qualifications include:

- Flexible Schedule
- Customer Service Experience (1 year minimum preferred)

**Please note this job description is not a complete list of all tasks and duties. It is merely meant to describe the overall objectives and areas of work.*

Why the Montgomery Museum of Art and History?

The Montgomery Museum is a growing cultural institution. The staff and volunteers are a hard-working, fun-loving group of people. We invite you to apply for this exciting position and have the opportunity to meet many wonderful people. No two days will ever be the same at the Montgomery Museum. Other benefits include free parking and a free membership.

To apply: Please email a resume and cover letter to the Executive Director at director@montgomerymuseum.org with the subject line "Guest Services Associate" Job Application.