The Cummer Museum of Art & Gardens
Employment Opportunity - Visitor Experience Associate

The Cummer Museum of Art & Gardens seeks Part-time Visitor Experience Associates to join the Visitor Experience team. The successful candidate(s) will create an excellent visitor experience by providing a welcoming environment and outstanding customer service to the Museum visitor through information sharing about all aspects of the Museum. The Visitor Experience Associate will assist people of all abilities in a professional, courteous manner that aligns with the museum’s service standards, brand promise, and core values of quality, access, and fun.

- Support the Museum’s mission, vision, and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect of the individual, commitment to our community, accountability and ownership.
- Welcome all visitors in an engaging manner.
- Ensure a welcoming, inclusive, & memorable environment for a diverse range of guests and visitors.
- Advise and direct all visitors to museum amenities, exhibitions, programs, events, and membership.
- Ensure appropriate follow up on visitor requests.
- Respectfully and efficiently handles visitor complaints.
- Answer main switchboard with proper etiquette and assists with guest calls accordingly.
- Maintain kiosk of collateral materials available for visitors and tours.
- Maintain clean lobby area especially front desk/register.
- Know fire, safety and emergency policies and procedures.
- Collect accurate visitor information through point of sale software systems
- Prepare daily deposits.
- Record museum attendance.
- Handles basic membership functions including selling new and renewed memberships, entering correct constituent information in Altru, printing membership cards and accompanying letters, and adding reciprocal stickers.
- Administers visitor data collection as needed.
- Provides check-in at special events and programs.
- Handles the Museum’s Charitable Gift Membership tasks.
- Perform other job duties as assigned.

Knowledge and Skills:
- High school or equivalent required. Some college preferred
- Basic computer competency in Microsoft Windows, Office, Word, and Excel
- Knowledge of basic office skills including basic math and proper cash handling procedures
- Ability to provide superior customer service
- Ability to communicate effectively and with diplomacy when interacting with public, donors, staff, volunteers, and vendors
- Ability to work independently or with others as needed
- Ability to handle the stress of high visitor demand
- Ability to work a flexible schedule, including nights and weekends

Qualified applicants send cover letter and resume to the Cummer Museum of Art & Gardens, Attn: Human Resources Department, 829 Riverside Ave, Jacksonville, FL 32204 or jobs@cummermuseum.org.