



Employment Opportunity – Visitor Associate – Part-Time

The Cummer Museum of Art & Gardens seeks a reliable and capable Part-Time Visitor Associate to create an exceptional and inclusive visitor experience throughout the Cummer Museum of Art & Gardens. This position combines front-line guest engagement in the galleries and retail shops, serving as both a welcoming host and an ambassador of the Museum's mission, vision, and values. The Visitor Associate ensures every guest enjoys an outstanding, informative, and memorable visit while supporting admissions, membership sales, retail operations, and event activities.

Essential Function:

- 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.

Retail Duties

- Create an excellent visitor experience by providing a welcoming, inclusive, and engaging environment for guests of all abilities.
- Welcome all visitors in a meaningful professional manner and provide information about Museum amenities, exhibitions, programs, events, and membership.
- Engage visitors in conversation about the Museum's collections and exhibitions, related merchandise and continue to learn about them through ongoing training.
- Handle visitor questions, requests, and grievances with professionalism, efficiency, and empathy.
- Promote Museum memberships, events, and programs.
- Ensure visitor safety by knowing and following all fire, safety, and emergency policies and procedures.

Admissions, Retail, and Membership Operations

- Operate the Museum's point-of-sale systems to process admissions, membership sales, and store purchases accurately.
- Handle cash, prepare daily deposits, and maintain accurate visitor and sales records.
- Assist visitors in selecting retail merchandise using suggestive selling techniques and knowledge of product connections to the Museum's collection.
- Restock and maintain merchandise displays and ensure the store and lobby areas are clean, organized, and welcoming.
- Participate in receiving and shipping merchandise, maintaining stock levels, assisting with annual physical inventories, and loss prevention.
- Meet and work toward store revenue and membership goals.

Gallery & Event Support

- Open and close Museum galleries using proper procedures.
- Demonstrate polite safeguarding of Museum collection by enforcing Museum rules with courtesy and care.
- Support special events and programs, including guest check-in and visitor engagement activities.
- Participate in staff meetings, trainings, and exhibition tours to stay informed about Museum programs and initiatives.

Cross-Functional Collaboration

- Work collaboratively with colleagues across departments to ensure a cohesive and high-quality visitor experience.
- Support administrative and operational tasks as assigned.
- Perform other related duties as assigned.

Knowledge, Skills and Abilities:

- High school or equivalent required; some college preferred.
- Knowledge in the field of Art History required; some coursework in the field of Art History preferred.
- Computer skills in Microsoft Office 365 (Word, Excel and Outlook), or ability to learn new software quickly.
- Knowledge of basic office skills including basic math and proper cash handling procedures.
- Flexibility and respect for cultural diversity.
- 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.

Working Conditions and Physical Requirements:

- Must be available between 12 and 24 hours per week.
- Hours are Tuesday through Sunday with some work shifts assigned on evenings and Mondays as needed.
- Must be able to perform duties while standing and walking for at least 3 non-consecutive hours.
- Normal building and office environment with some outside work.
- Frequently required to talk or hear.
- Specific vision abilities include close vision, distance vision, and the ability to adjust focus.

Why us?

- Telemedicine coverage.
- 403b retirement plan with match up to 5%.
- Early Access to exhibitions before public access.
- Reciprocal membership and admission access to over 2,000 gardens and institutions through:
 - [AHS](#) (American Horticultural Society)
 - [NARM](#) (North American Reciprocal Museum Association)
 - [ROAM](#) (Reciprocal Organization of Associated Museums)
- Discounts in café and Museum store.
- Competitive compensation with opportunity for professional development.
- Did we mention this is a museum and historical gardens? We're surrounded by beauty.

Our Mission: To create art, garden, and learning experiences that spark discovery and well-being.

Remote work: N/A

Hourly Rate: \$16

Application Process:

- Bring resume with you.
- Be prepared to complete job application at the job fair.

Job Fair Location: 829 Riverside Avenue, Jacksonville, FL 32204