

## **JOB DESCRIPTION**

**Position:** Visitor Services Representative: Tier I  
**Reports to:** MBS Manager  
**Department:** Museum Business Services  
**Position Type:** Part-time, Hourly (15-29 hours per week), Non-Exempt  
**Salary Range:** \$15/hr.  
**Benefits:** Not Eligible

### **Summary of Position**

A Visitor Services Representative: Tier I provides information to visitors in the galleries about artwork on display and information about the museum. In addition to insuring the safety and security of both the artwork and guests by monitoring the gallery functions to protect the art on display, assisting in resolving emergency situations, demonstrating proactive problem-solving resolutions of visitor issues, and maintaining the appearance, tidiness, and functionality of the public spaces.

Other duties include working cross-departmentally to assist with after-hours events during various hours and assisting with set-up and take down and fulfilling customer service duties as necessary.

### **Core Responsibilities:**

- Provide a welcoming experience for guests in the galleries by providing information about the artwork on display and information about the museum
- Perform creative and proactive problem-solving resolutions of visitor issues
- Identify and perform duties to maintain the appearance of public spaces
- Educate visitors graciously about the appropriate care of the artwork
- Attend Museum Business Services meetings and trainings as assigned
- Follow protocol and procedure during art incidents and medical emergencies
- Participate in the Museum's Diversity, Equity, Inclusion and Access (DEIA) trainings

### **Required Skills/ Knowledge/ Ability/ Experience or Education:**

- Must be able to work a flexible schedule from week to week including evenings and weekends
- Ability to deliver positive, friendly, and engaging customer service
- Commitment to team approach and ability to collaborate openly
- At least one year of customer service, retail, hospitality or similar experience
- Solid organization and problem-solving skills
- Strong communication skills (written, oral, visual)
- Demonstrated commitment to supporting the museum's Diversity, Equity, Inclusion, and Access (DEIA) framework
- Ability to work within and maintain the museum brand values: innovative, passionate, civic-minded, gracious, approachable

**Desired Skills/ Knowledge/ Ability/ Experience or Education:**

- Experience working in Visitor Services or equivalent at another museum
- An interest in studio art, art history, or museum field

**Travel, Working Conditions, Physical Requirements and Environment include:**

- Full 8+ hour shifts are spent in the Museum galleries assisting guests, must be able to move about easily and frequently
- Continuously exchanges information through listening and talking with guests, staff, and volunteers
- Some work may be occasionally performed outside where employee is subject to adverse weather conditions.

**To Apply**

Please email a succinct cover letter and resume to [HR@TacomaArtMuseum.org](mailto:HR@TacomaArtMuseum.org).

- Include "Visitor Services Representative: First Name Last Name" in subject line.
- No phone inquiries, please.

**CLOSING DATE:**

**RESUME REVIEW WILL BEGIN IMMEDIATELY. POSITION IS OPEN UNTIL FILLED.**

Tacoma Art Museum is an Equal Opportunity Employer

Tacoma Art Museum strongly encourages applicants from members of groups underrepresented in careers related to museums and the visual arts.

**About Tacoma Art Museum**

Tacoma Art Museum is a public-spirited institution that champions a dynamic and complex approach to exhibitions. The museum's passionate staff are driven by the mission of connecting people through art, empowering visitors to create meaning with artworks through innovative interpretive and programming strategies. Named by USA Today as one of the "Top 10 Great Places to See Art in Smaller Cities," the museum has developed a reputation for presenting art in a thought-provoking yet accessible manner with a strong commitment to Northwest art.

Founded in 1935, TAM has strong roots in the community. Along with five other nearby museums and neighboring University of Washington at Tacoma, TAM anchors Tacoma's lively downtown core.

**About Tacoma**

Located in the beautiful Pacific Northwest, Tacoma is known as the City of Destiny, a city that has always marched to the beat of its own drum. Close enough to Seattle to take advantage of everything a major metropolis offers, Tacoma is its own distinctly unique and actively engaged community with a clear love of the arts.

Diverse individuals and families continue to invest in Tacoma for its charming historic neighborhoods, schools, parks, waterfront, and amenities. You'll find the beaches and forests of Puget Sound ideal to bike, run, hike, and paddle – including the nearby Mount Rainier. In addition to sports, theater and other cultural offerings, Tacoma is home to a growing restaurant and pub scene that's made national press. The thriving Tacoma Museum District lines the downtown core and showcases some of the nation's best collections. Tacoma is a great place to call home.