

ZANESVILLE MUSEUM of ART

Visitor Services Specialist

Part-time, Non-Exempt

Onsite, Thursday, 4:30–7:30 pm and Saturday, 11:30– 5 pm, 8 ½ weekly

Position Summary

The ideal candidate welcomes and assists ZMA guests, while also providing clerical and light facility support to museum staff.

Primary Responsibilities

1. Visitor service desk responsibilities include but are not limited to:
 - Greeting museum guests
 - Answering incoming phone calls
 - Taking messages as needed
 - Processing museum store purchases
 - Tracking attendance
 - Maintain a clean and orderly visitor service desk and kiosk,
 - Fill and straighten the kiosk as needed
 - Draft weekly Volunteer Service Desk Information sheet (VSD)
2. Draft social media copy as assigned (**Reporting directly to the Marketing Coordinator**)
3. Assist to set up and break down events including but not limited to concerts, ZMA Talks, Board and committee meetings, exhibition openings, scout or badge days, Sunday Funday, and donor events (**Reporting directly to the Facility Technician**)
4. Perform weekly light cleaning duties including but not limited to dusting and vacuuming the museum store, entry way, lobby, library and visitor service desk areas
5. Support museum staff with other duties as assigned

Qualifications

- Administrative experience required with the ability to effectively, enthusiastically, and accurately conduct routine administrative responsibilities; excellent oral communication skills with the ability to communicate well to a range of audiences.
- Experience in business, hospitality, or related field.
- Ability to assess and manage multiple competing priorities; have excellent organizational, time management, and creative problem-solving skills

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- Capacity to work collaboratively; a self-starter with the ability to work independently and follow through on all assignments with minimal direction, ensuring that responsibilities are completed on time, within budget, while maintaining the highest standards.
- Commitment to providing excellent guest services, valuing diverse audiences.
- Demonstrated Word and Excel skills required.
- Willingness to work Thursday evenings until 7:30 pm and Saturday 12–5 pm.

Position Status

- This position is part-time; non-exempt
Thursday: 4:30–7:30 pm, Saturday: 11:30–5 pm
- Compensation commensurate with experience and highly competitive
- Position requires satisfactory completion of BCI background check

About The Zanesville Museum of Art

The Zanesville Museum of Art ignites human imagination and understanding through the visual Arts by utilizing its permanent collection, facilities, exhibitions, and public programs to enhance the cultural life of the community and preserve its heritage.

For over 85 years, the Zanesville Museum of Art has maintained an encyclopedic collection of over 8,500 paintings, sculptures, prints, drawings, and decorative arts that span thousands of years and represent diverse cultures. We hold particularly strong collections of regional American art pottery, glass, works on paper, and paintings. Select works are displayed in one of eighteen galleries in the 34,000 square foot modern structure constructed in 1977 and expanded in 2002. For more information visit www.zanesvilleart.org.

The Zanesville Museum of Art is an equal opportunity employer and is strongly and actively committed to diversity within its community. The Zanesville Museum of Art is an equal opportunity employer and is committed to building an inclusive environment that welcomes and values diversity. This includes our staff, board of directors, volunteers, and visitors. As an organization we recognize the importance of attracting and retaining talented people of different backgrounds.