

July 28, 2021



JOB DESCRIPTION

Position: **Visitor Services Coordinator**

Status: Part-time; hourly (non-exempt)

Starting wage: \$14.00/hour, 17 hours per week

The Dubuque Museum of Art (DuMA) has an opening for a Visitor Services Associate. This position is responsible for maintaining a safe and secure environment for Museum visitors and property, ensuring a positive and enjoyable visitor experience. The Visitor Services Associate must be able to go back and forth between duties as needed.

A Visitor Services Associate will:

- Actively monitor galleries and public areas when visitors are present, ensuring Museum guidelines are followed.
- Greet visitors and answer or direct questions to the appropriate volunteer/staff. Provide general information regarding the layout of the Museum like gallery and restroom locations, etc.
- Open and close the Museum, completing opening and closing checks.
- Routinely monitor the condition of Museum facilities and galleries during shift and report any changes to appropriate staff, and maintain an activity log.
- Implement emergency procedures during emergency situations and provide assistance to visitors.
- Events: Coordinating rental details and security front of house issues
 - Coordinating rental details
 - Coordinating security – front of house issues
 - Assist in set up/take down of tables and chairs for events
- Assist front desk volunteers/staff as appropriate, including:
 - Process visitor admissions and purchases
 - Provide gift shop support by tagging and organizing items and answering visitor questions
 - Provide support for light administrative tasks such as stuffing, sealing and stamping envelopes, making copies and folding brochures
 - Assist in set up/take down of tables and chairs for events

Required Qualifications

Visitor Services Associate must meet the following basic qualifications:

- High school diploma or equivalent
- Ability to communicate clearly and effectively
- Present a neat, clean appearance
- Pleasant demeanor and a genuine interest in communicating with members of the public and providing assistance to visitors

Physical Requirements

- Must be able to communicate effectively with visitors
- Must be able to stand, climb stairs, and walk for extended periods of time

- Must be able to lift and move up to 50 pounds unassisted

Work schedule may include evening hours. Primary work hours include Wednesday - Friday, Sunday from 1-4pm, and every other Saturday 10am-4pm. Any offer made will be contingent upon a satisfactory background investigation. This position is subject to a 90 day probationary period.

About DuMA

DuMA is the oldest cultural organization in Iowa, established in 1874, with a long history of serving a vibrant and supportive community. Accredited by the American Alliance of Museums in 2004 and named a Smithsonian Affiliate in 2016, DUMA maintains a permanent collection of over 2,600 works of art concentrating on early 20th century American art, including a significant collection of original works by Grant Wood, Edward S. Curtis, and contemporary regional artists. Open year round, DuMA serves nearly 10,000 visitors annually, offers an ambitious schedule of unique programs for the public, including school tours, after school classes, adult programming and classes, exhibition openings, and gallery talks. The Dubuque Museum of Art is an Equal Opportunity Employer.

Contact

Interested candidates should submit resume and references to nwoltkamp@dbqart.org. May be emailed / submitted at the Museum during public hours. The Dubuque Museum of Art is located at 701 Locust Street, Dubuque, Iowa 52001.