

# Georgia O'Keeffe Museum

**Position Title:** Visitor Services Associate  
**Department:** Visitor Services  
**Location:** Santa Fe, NM  
**Pay Range:** \$15.00  
**Hours:** Full-Time, Non-exempt

## **Position Summary**

Our Visitor Services associates are responsible for responding to the needs of visitors, promote the mission of the Museum, and maintain an excellent standard of service. This customer-facing role requires a professional, flexible and positive demeanor.

Throughout the day, VSA's answer the phone, greet every visitor who walks through the door, and manage the online reservation system.

## **\*COVID-19 considerations:**

All visitors and employees are required to wear a mask at all times and maintain social distancing of 6 feet or more. All staff complete COVID safe practices training through NM Safe Certified. Common surfaces are sanitized regularly, and cleaning measures are in place to prevent the spread of the virus. Masks and PPE are provided to all staff.

## **Responsibilities include but not limited to**

- Actively greets guests in a professional and cordial manner, orienting visitors to the Museum
- Works ticketing and point of sale system and manages daily admissions. Assists with Museum opening and closing procedures
- Manages general inquiries, processes bookings for Museum sponsored activities, and assists with planning of visit, in person, over the phone, or via email. Sells museum products including memberships, tours, or other offerings
- Maintains up-to-date knowledge of Museum, programming and events, membership benefits, and operational changes
- Ensures a safe and welcoming environment for guests and team members, and responsible for clean and professional work space

## **Special Projects or Additional Duties**

- Willing to cross train and work in other departments when needed
- Complete special projects or additional duties as assigned, and consistent with the skills, training, level of responsibility and other requirements for this position

## **Background and Qualifications**

- GED or HS diploma, Required
- Working in a front facing position in tourism, museums, hotels, or other concierge level services, Required

### **Skills and Abilities**

- Superior customer service and interpersonal skills with ability to work with a wide variety of constituencies
- Highly organized and detail oriented
- Able to work independently and handle multiple priorities
- Excellent written and oral communications
- Ability to work creatively and collaboratively in a team-based environment
- Experience with cash handling and proficient computer skills
- Microsoft Office Suite experience required
- Proficiency in cash handling and point of sale system required
- Must be available to work weekends and holidays as required
- Standing for periods of time outdoors or inside
- Fluency in English required, additional languages preferred

### **Benefits**

This position is eligible for our full benefits package including medical, dental, vision, Life Insurance and Short/Long Term disability, 403b retirement plan with employer match, museum membership, retail store discount, Employee Assistance Program, PTO, Paid Holidays and much more!

**To be considered, please send your resume to:**

**[Jobs@okeeffemuseum.org](mailto:Jobs@okeeffemuseum.org)**

*The Georgia O’Keeffe Museum is an equal-opportunity employer and considers all candidates for employment based on such factors as knowledge, education, skill, experience, the ability to perform required activities and availability, and without regard to race, religion, color, sex, sexual orientation, age, ancestry, citizenship, national origin, disability or any other legally protected status.*