

Georgia O'Keeffe Museum

Position Title: Visitor Services Associate
Department: Welcome Center
Location: Abiquiu, NM
Pay Range: \$15.00
Hours: Full-Time, Non-exempt

Position Summary

Each day, visitors from around the country and the world come to the Welcome Center in Abiquiu, NM to learn about Georgia O'Keeffe, Abiquiu, and the surrounding area. When visitors arrive for tours or programs, VSAs check them in and explain guidelines. VSAs also help visitors plan their stay in Abiquiu by recommending restaurants, hikes, and other activities. Throughout the day, VSAs answer the phone, greet every visitor who walks through the door, and manage the online reservation system. When speaking with visitors, VSAs promote sales of museum admission tickets, memberships, lectures, and other Museum sponsored events in person and by telephone. Visitor Services Associates are responsible for creating a warm and welcoming environment for all visitors. Weekend and holiday work may be required.

***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

- Resourceful and thoroughly knowledgeable about current and ongoing Museum exhibitions, historic Home & Studio tours, programs, and policies/procedures
- Promote sales of museum admission tickets, memberships, lectures, and other Museum sponsored events in person and by telephone; assists with booking tickets
- Greets visitors in a prompt, friendly, patient, attentive and professional manner
- Maintains online reservation system (WooTours); processes tour ticket sales and enters new reservations into database
- Answers incoming phone calls, responds to email inquiries, and attends to any visitor inquiries in-person
- Provides information about Abiquiu, other activities and restaurants; gives directions to various sites in the area and offers other information as applicable
- Participates in customer service training and membership sales training as needed

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
- 1-2 years' experience 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
- Enjoy talking with people from all backgrounds; clearly communicate area information, museum guidelines/policies, and other information as needed
- Willing to learn about Georgia O'Keeffe and related history; museum provides ongoing training; previous knowledge not required
- Highly organized and detail oriented
- Able to work independently and handle multiple priorities
- Ability to work creatively and collaboratively in a team-based environment
- 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

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.