



Mattress Factory

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The Mattress Factory is an Equal Opportunity Employer. The Museum is committed to workplace diversity and to providing employment opportunities to all qualified applicants without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.

VISITOR EXPERIENCE ASSOCIATE

FLSA status: Part-time, Non-exempt

Hours: 15-20 hours/week – Saturdays and Sunday

Reports to: Visitor Services Manager

This position may be for you if you are 18 years or older, you enjoy working with the public, meeting new people and working with volunteers. You are friendly and outgoing with 1 to 3 years of experience working in a museum setting or similar cultural institution with a focus on customer-related work.

We Are

The Mattress Factory, a contemporary art museum on the Northside of Pittsburgh founded in 1977. We feature site-specific installations created by artists in residence from around the world.

To Be Successful in This Position, YOU MUST

Be reliable, professional, flexible and outgoing. You must be friendly and have excellent communication and customer service skills.

Your Role

- At the front desk you are responsible for ensuring each visitor is welcomed with friendly and timely service while you sell admission tickets and memberships. Their visit to the Mattress Factory must be memorable.
- In the galleries, you will monitor the artwork but also engage the visitors to provide information on the museum's rotating collection and permanent works.

You Will Also

- Check-in members using the museum's database management system
- Stay abreast of general information, upcoming events and education programs.
- Provide general information about the museum's café and shop.
- Answer the museum's main telephone and respond to visitor inquiries relative to general information, directions, operating hours, policies, procedures and restrictions.
- Maintain a clean and organized workstation and working environment.
- Ensure buildings are ready to receive visitors. This includes maintaining clean and stocked bathrooms in all buildings; trash removal from all buildings. During

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times of inclement weather this also includes snow removal and shoveling as necessary.

- Monitor galleries and make notes of any maintenance needed.
- Troubleshoot emergency situations and follow protocol and procedures.
- Document and record visitor complaints or opportunities to improve the visitor experience and proactively submit to supervisor.
- Attend and actively participate in monthly Visitor Services meetings with supervisor and front of house team.

Bonus Points

- You have a high school diploma or equivalent.
- You are an active listener and can give each visitor your full attention.
- You've already worked in a museum setting or similar cultural institution.

To Apply

Interested applicants should submit a cover letter and resume to jobs@mattress.org. Please put "VEA" in the subject line. Applicants selected for an interview may be asked to provide references.

No calls, please.