



**Mattress Factory**

*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:** Wednesday 10:30AM-8PM and Thursday-Sunday 10:30AM-6PM, as needed.

**Hourly rate:** \$11.00

**Reports to:** Visitor Experience and Office Manager

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### **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:**

Strive to provide our visitors the best experience possible and act as an ambassador to connect our visitors to the art. You must be reliable, adaptable and maintain a professional demeanor in all circumstances. A friendly attitude and excellent customer service and communication skills are a must.

### **YOUR ROLE**

Visitor Experience Associates play a key role in providing a positive and insightful visitor experience by engaging with visitors and facilitating a deeper understanding of the installations. Often the only staff member a visitor will encounter on their visit, they monitor gallery spaces, welcome guests, sell tickets at the front desk and assist in the MF Shop as needed. They report to the Visitor Experience and Office Manager and interface regularly with all museum employees.

**YOU WILL ALSO:**

- Stay attuned to visitor experience; actively engage with visitors to answer questions and provide additional information.
- Act as a resource of Museum information, policies and procedures.
- Monitor galleries and museum annex buildings, making note of any necessary exhibition maintenance.
- Ensure galleries are ready to receive visitors upon opening.
- Close gallery spaces.
- Assist with other duties as assigned.

**QUALIFICATIONS:**

- Experience working as part of a guest service team, preferably in a museum or cultural setting.
- Excellent verbal and interpersonal communications skills.
- Professional, personable demeanor.
- Collaborative attitude.
- Consistent availability and dedication to punctuality.
- Must be open to seeking clarification or direction if uncertain of priorities.
- Working knowledge of Altru CRM system a plus.

**TO APPLY**

Interested applicants should submit a cover letter and resume to [mlocante@mattress.org](mailto:mlocante@mattress.org). Please put "Visitor Experience Associate" in the subject line. Applicants selected for an interview will be asked to provide references.

No calls, please.