**VISITOR EXPERIENCE ASSOCIATE**

**FSLA status:** Part-time, Non-exempt

**Hours:** 15-30 hours/week Saturday and Sunday

**Hourly Rate:** $13

**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 costumer-related work.

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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:**
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 to prepare each visitor for a memorable visit
- In the galleries, you will monitor the artwork while engaging with the visitors to provide information on the museum’s rotating collection and permanent works.

**YOU WILL:**
- 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/shop VEAs will also be cross trained to staff the shop as needed.
- 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 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 "Visit Experience Associate" in the subject line. Applicants selected for an interview may be asked to provide references. No calls please.

The Mattress Factory is an Equal Opportunity Employer and is dedicated to the goal of building a culturally diverse staff that is committed to teaching and working in a multicultural environment. Mattress Factory does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, scholarship programs, and other Mattress Factory administered programs and activities. All of our employees’ points of view are key to our success, and inclusion is everyone’s responsibility.

The Mattress Factory requires all staff to be vaccinated for COVID-19 and strongly recommends staff remain up to date with boosters in accordance with CDC guidelines. Reasonable accommodations are granted where protected by law.