Visitor Experience Associate

FLSA status: Part-time, non-exempt
Hours: Wednesday, 10:45 AM – 8 PM, Thursday-Sunday 10:45AM-6PM, as needed.
Reports to: Visitor Experience Manager
Salary and Benefits: $13. Benefits include PTO.

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 Will
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
As a Visitor Experience Associate (VEA) you play a key role in providing a positive and insightful visitor experience by providing excellent customer service and facilitating a deeper understanding of the installations. While maintaining an approachable, enthusiastic demeanor, you monitor gallery spaces, welcome guests, sell tickets at the front desk and assist in the MF Shop as needed. Depending on where you are staffed, you may manage engagement with a work and monitor interactions to protect artwork. You report to Visitor Experience Managers and interface regularly with all museum employees.

Responsibilities and Duties:
• Stay attuned to visitor experience; actively engage with visitors in a welcoming, friendly, and professional way to answer questions and provide additional information
• Act as a resource of Museum information, policies, and procedures
• Encourage and process sales of museum memberships
• Monitor galleries and museum annex buildings, making note of any necessary exhibition maintenance
• Ensure galleries are ready to receive visitors upon opening
• Maintain public facing areas of the Museum including light cleaning and stocking supplies and printed materials
• Close gallery spaces
• Handle cash and maintain a balanced drawer
• Monitor galleries to ensure a safe environment for our guests, staff, and artwork and communicate any potential issues to management
• 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 and a love of teamwork
• Consistent availability and dedication to punctuality
• Must seek clarification, assistance, or direction if uncertain of priorities
• Ability to be trained on ticketing and sales platforms.

**TO APPLY**

Interested applicants should submit a cover letter and resume to jobs@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.

*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.*