



### **Position Announcement: Temporary Visitor Service Associate (Feb 24 - May 9, 2025)**

The Baltimore Museum of Industry (BMI) is seeking a **Temporary Visitor Services Associate**. This temporary, 10 week position will cover the BMI's permanent Visitor Services Associate, who will be on leave from **February 24, 2025 to May 9, 2025**.

The Visitor Services Associate serves as the main liaison between visitors and the museum. The Visitor Services Associate staffs the front desk and is the first point of contact for all museum visitors. This position is responsible for providing a welcoming reception for all guests, imparting information, and giving assistance and support for all aspects of the on-site visitor experience. The Visitor Services Associate is also responsible for day-to-day gift shop management and sales.

#### **Responsibilities:**

- **Visitor Service.** Staff the front desk, maintaining a welcoming and informative attitude towards all visitors to the museum. Provide an orientation to the museum including interpretive offerings (guided tours, programs, audio tours) as well as logistical (wayfinding, etc.). Advocate for and sell memberships to interested visitors. Address any inquiries, questions, concerns, and issues. Maintain a safe environment for staff and visitors, helping to manage building logistics (conducting daily walk-throughs of exhibition galleries and other areas, turning on and off gallery and building lights, security system) and communicating any issues to appropriate staff.
- **Communication.** Understand and be able to communicate information about museum-wide projects and programs. Answer the main museum phone line and direct calls to appropriate colleagues. Maintain front desk signage including marketing materials for public programs, audio tours, and visitor maps. Partner with the Development team on membership-related queries and assist with membership data processing as needed.
- **Collaboration.** Serve as advocate for the visitor experience on museum-wide initiatives by sharing visitor feedback (anecdotal, qualitative, and quantitative). Provide assistance with onsite programming as needed.
- **Accountability.** Manage finances as related to the front desk, including opening and closing the register and maintaining records. Maintain records of visitor attendance.

#### **Qualifications:**

- Customer service experience required
- Ability to communicate effectively in both speaking and writing
- Reliable team player open to learning new things
- Comfortable working in a dynamic, changing, fast-paced environment

- Flexible and open working style
- Detail-oriented
- Experience working with a register or retail system preferred
- Ability to handle and address customer complaints
- Strong computer skills including the ability to learn the museum's ticketing system and CRM database
- Bilingual in English and Spanish or American Sign Language a plus
- Education: High school diploma or GED required. Three or more years experience is preferred.

**Compensation and Schedule:**

This temporary position is 32-hours/week, Tuesday through Friday at the Baltimore Museum of Industry main campus 1415 Key Hwy, Baltimore MD 21230. It will run **February 24, 2025 to May 9, 2025.**

The hourly pay for this position is \$20.00 per hour, paid bi-weekly. Benefits include paid sick time and free on-site parking.

**To apply:**

Please email a cover letter, resume and three references to [humanresources@thebmi.org](mailto:humanresources@thebmi.org) with the subject line "Temp Visitor Services Associate - <your last name>"

Applications will be reviewed on a rolling basis.

No one candidate will be a perfect match for this job. We recognize that people come with a wealth of experience and talent beyond just the technical requirements of a job. Diversity of experience and skills combined with passion are key to professional success. No one ever meets 100% of the qualifications. Please just apply.

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The Baltimore Museum of Industry provides equal opportunity to all applicants for employment. No applicant shall be discriminated against on the basis of race, color, religion, sex (including pregnancy), national origin, age, disability, genetic information, or any other legally protected classification.

Located on the waterfront near Baltimore's Inner Harbor, The Baltimore Museum of Industry interprets the diverse and significant human stories behind labor and innovation in Baltimore, cultivating a sense of belonging and inspiring visitors to think critically about the intersection of work and society. With an ambitious strategic plan in place, museum staff are focused on increasing the museum's visibility and growing visitation and revenue.