



Katonah Museum of Art

Job Posting

Position: Guest Services Associate and Event Staffing

Status: Part-time, hourly

Reports to: Guest Services Specialist

Department:

At the Katonah Museum of Art (KMA), Guest Services (GS) is committed to creating the best possible guest experience for seasoned audiences and new visitors alike. As front-line ambassadors, GS Associates provide assistance across in-person, phone, and online channels. They are valued members of the KMA team and participate in all audience engagement initiatives to create a welcoming, informed, inclusive, and safe environment for guests.

Position Overview:

Guest Services Associates are highly motivated individuals who provide exceptional customer service during regular Museum hours and at special events. GS Associates transact at the KMA's Admission Desk, serve as gallery guards, and ensure that all public spaces are immaculately maintained. Well-versed in all Museum activities, they actively promote programs and events; respond to email, in-person, and phone inquiry; collect and report on visitor metrics; and support other administrative tasks. Candidates should be team players capable of working in a fast-paced professional environment. Preferred applicants will have previous customer service experience and an interest in the arts. The position requires attention to detail, punctuality, and availability on some weekends with occasional evenings for events. The schedule is flexible, Foreign languages a plus.

Specific Responsibilities:

- Provide superlative guest service to KMA guests.
- Effectively communicate with both guests and Museum colleagues.
- Work closely with volunteers, docents, and fellow KMA staff.
- Welcome and monitor school groups with Education Department.
- Field emails and calls addressing KMA information.
- Handle and reconcile daily admissions, store, and event sales.
- Complete daily opening and closing activities.
- Conduct regular walk-throughs of galleries and campus.
- Ensure store, restrooms, and public spaces are clean and well-stocked.
- Assist with event and program setup and assigned event roles; lifting and standing for periods of time are a requirement of the position.

Qualifications:

- Customer service and/or hospitality experience
- Organizational skills with attention to detail
- Ability to multi-task and exercise good judgment
- Knowledge of POS software helpful
- Cash management skills required
- Ability to stand for several hours and help set up and take down tables, chairs etc.

Interested candidates should submit a cover letter, resume, and at least two references to: mrimpici@katonahmuseum.org

The Katonah Museum of Art is an equal opportunity employer and considers all candidates for employment regardless of race, color, gender, age, national origin, creed, disability, marital status, sexual orientation or political affiliation.

About the Katonah Museum of Art: Accredited by the American Association of Museums, the Katonah Museum of Art originates three to four exhibitions annually, covering a broad range of art and humanities topics. From the beginning, the KMA was committed to presenting exceptional art from all cultures and time periods. The founders' decision to be a non-collecting institution resulted in a dynamic and flexible exhibition program, which remains one of the most distinctive features of the KMA. The KMA offers lectures, films, workshops, concerts and other events for a general audience; and presents innovative and substantive programs for over 100 member schools. Our Learning Center is the only interactive space in Westchester County where children can come on a daily basis to explore and create art. Our outreach programs for the local Hispanic immigrant population are at the forefront of community-based education programs. The KMA works intensively with schools and service organizations to develop literacy and assimilation skills among this population. Annual attendance is approximately 40,000 people.

The Katonah Museum of Art's programs are made possible by ArtsWestchester with support from the Westchester County Government, as well as by the New York State Council on the Arts with support of Governor Andrew Cuomo and the New York State Legislature.