



Katonah Museum of Art

Guest Services Associate

Status: Part-time, hourly, non-exempt

Compensation: \$16.50 per hour

Position Overview:

Guest Services Associates (GSA) at the Katonah Museum of Art (KMA) work as front-line ambassadors to create positive experiences for seasoned audiences and new visitors alike. They provide assistance across in-person, phone, and online channels during regular Museum hours and also assist with special events. GSA staff also 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, collect and report on visitor metrics, and perform other administrative tasks. They are expected to learn about current exhibitions. As valued members of the KMA team, they participate in all audience engagement initiatives to create a welcoming, informed, inclusive, and safe environment for guests.

Specific Responsibilities:

- Provide excellent service to KMA visitors, welcoming them to the Museum, selling tickets and sharing information about Museum Memberships.
- Work as guards in the galleries, helping to protect the artwork and visitors.
- Effectively and thoughtfully communicate with guests and Museum colleagues.
- Work closely with volunteers and docents.
- Welcome and monitor school groups with the Education Department.
- Answer emails and calls.
- Monitor the phone tree of the KMA as necessary.
- Handle and reconcile daily admissions and event sales.
- Complete daily opening and closing activities.
- Conduct regular walk-throughs of galleries, facility, and campus.
- Ensure restrooms and public spaces (including the Learning Center and Sculpture Garden) are clean and well-stocked.
- Help to sell retail items and refreshments/concessions as necessary.
- Assist with event and program set-up and perform assigned event roles. This may include heavy lifting of 20+ lbs and standing for long periods of time.
- Assist with general administrative duties as needed.

Qualifications:

- Candidates should be team players capable of working in a fast-paced professional environment with previous customer service experience and an interest in the arts.
- The position requires availability on weekends and occasional evenings.
- Experience working in the arts or a creative field is preferred.
- Customer service and/or hospitality experience is preferred.
- Strong organizational skills.
- Ability to multi-task and exercise good judgment.
- Knowledge of POS software is helpful.
- Ability to stand for several hours and help set up and take down tables, chairs, etc.
- Proof of full COVID-19 vaccination is required.

Application:

Interested candidates should submit a cover letter and CV at jobs@katonahmuseum.org. Please include “Guest Services Associate” in the subject line and indicate where you saw the job posted.

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. Applications from BIPOC, persons with disabilities, women, LGBTQ+, and other underrepresented applicants are encouraged.

Research shows that women and people from underrepresented groups often apply to jobs only if they meet 100% of the qualifications. We recognize that it is unlikely that someone meets 100% of the qualifications for a role. If much of this job description describes you, then please apply for this role.

About The Katonah Museum of Art:

Established in 1954, the Katonah Museum of Art is a non-collecting institution accredited by the American Alliance of Museums. Dedicated to the promotion and understanding of visual art and cultural heritage through exhibitions and education programs, the KMA is committed to presenting exceptional art from across cultures and time periods, pre-modern to contemporary. The KMA mounts three to four exhibitions annually, covering a broad range of art and humanities while responding to the most critical issues of our time through a bold and vigorous lens. The institution offers lectures, films, workshops, concerts, and other events for a general audience; and presents innovative and substantive programs for over 100 member schools. The KMA Learning Center is the only interactive space in Westchester County where children can come every day to explore and create art. Designed by eminent Modernist architect Edward Larrabee Barnes, the intimate museum building is nestled in the surrounding landscape, inviting light and natural beauty to its atrium and public spaces. It perfectly ascribes to Barnes’ ideals of simplicity and functionality. The

Katonah Museum of Art serves as a welcoming and anchoring cultural institution within its local community, for all ages and backgrounds, as well as for frequent visitors from New York City, Westchester County, and the Tri-State Area.

ABOUT KATONAH:

About 50 miles north of New York City, on the Metro North Harlem Line, the KMA is located in Katonah, New York, a hamlet in the Town of Bedford with a rich historical past and a vibrant present. Katonah is a walkable residential town with main street vitality, a burgeoning gallery scene, and an abundance of community organized cultural programming. It is also home to the Caramoor Center for Music and the Arts and the John Jay Homestead and is positioned as a gateway to the Hudson Valley, serving as an anchor to the Tri-State arts region.