



Guest Service Associate

Position: Guest Services Associate & Event Staffing

Status: Part-time, hourly

Salary: \$15.00 per hour

Reports to: Guest Services Supervisor

SUMMARY:

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.

Guest Services Associates (GSA) are highly motivated individuals who provide exceptional customer service during regular Museum hours and select 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 emails, in-person, and phone inquiries; 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 with previous customer service experience and an interest in the arts. We encourage participation in docent training and keeping up to date on our current exhibits. The position requires attention to detail, punctuality, and availability on weekends with occasional evenings for events. The schedule is flexible and knowing a foreign language is a plus. Museum and arts professionals preferred.

KEY RESPONSIBILITIES:

- Provide excellent service to KMA guests
- Effectively communicate with both guests and Museum colleagues
- We encourage communication between guests and staff; feel comfortable engaging in conversation about the Museum, artwork, and art history
- Keep an open line of communication with administrative staff
- Work closely with volunteers, docents, and fellow KMA staff
- Welcome and monitor school groups with Education Department
- Field emails and calls addressing KMA information
- Monitoring the phone tree of the KMA in necessary events
- 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

- Assist with event and program set-up and assigned event roles; this may include heavy lifting and standing for long periods

REQUIREMENTS & QUALIFICATIONS:

- Associates, or higher, in the arts, is a plus
- Working in the Arts or Creative Field: 2 years Preferred
- Customer Service and/or Hospitality Experience: 1+ year Preferred
- Organizational skills with attention to detail
- Ability to multi-task and exercise good judgment
- Knowledge of POS software 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

HOURS:

Part-time; 15 hours per week. Schedule to be agreed upon and will include special events that take place evenings and weekends as needed.

APPLICATION:

Interested candidates please submit your resume to jobs@katonahmuseum.org with “Guest Services Associate” on the subject line.

About the Katonah Museum of Art: Accredited by the American Association of Museums, the Katonah Museum of Art originates three to four exhibitions annually which explore ideas about art, culture, and society—past and present. 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. In addition to its visual arts program, the KMA hosts lectures, workshops, international trips, and concerts and presents innovative programs for over 100-member schools. Annual attendance is approximately 30,000 people.

The Museum is located at 134 Jay Street, Katonah, NY 10536. The Museum hours are Tuesday through Saturday from 10 AM – 5 PM, Sunday from 12 PM – 5 PM, closed Monday. General admission: \$10 adults, \$5 seniors & students. Members & children under the age of 12 always enter free.

The Katonah Museum of Art is an equal opportunity employer and free of discrimination based on protected class status, including race, creed, color, sex, sexual orientation, gender identity, national origin, military or veteran status, disability, predisposing genetic characteristics, marital or family status, domestic violence victim status, arrest record or criminal conviction history, or any other impermissible basis. The KMA strives for an inclusive work environment and actively embraces a diversity of people, ideas, talents, and experiences.