

Located along the beautiful downtown waterfront of St. Petersburg, Florida, the Museum of Fine Arts, St. Petersburg (MFA) is a collecting museum serving more than 120,000 annual residents and visitors to the Tampa Bay region since its founding in 1965. The MFA is proud to present the only comprehensive art collection on Florida's west coast, spanning almost 5,000 years of civilization in thousands of objects extending from antiquity to present. Highlights include masterpieces from Monet, O'Keeffe, De Kooning, Rauschenberg, Whistler, and others; a sculpture garden; a Steuben glass gallery; and one of THE most respected photography collections in the Southeastern United States. From fascinating temporary exhibitions to exciting programs and events in the heart of a vibrant arts community, the MFA is the iconic leader of the arts in the Tampa Bay region.

MEMBERSHIP ASSOCIATE

OVERVIEW

The Membership Associate is a part-time position that reports to the Manager of Membership and provides excellent guest services to all museum members and the general public. This position is important for creating an outstanding visitor experience as a first point of contact, greeting Members and other visitors, transacting membership sales and processing ticketed event sales, converting visitors into Members, and providing excellent customer service to all guests with a primary focus on Members of the Museum.

SPECIFIC DUTIES

- Provide quality customer service and welcoming environment for MFA Members and all guests
- Handle daily admission sales, membership purchases, renewals and upgrades
- Assist Members and visitors with the utmost courtesy and respect; explain admissions policies
- Maintain Member records and track attendance in the Altru database management system
- Promote the sale of Museum memberships and support groups
- Fulfill end of shift closing procedures and prepares appropriate documents
- Generate membership materials (print membership cards, validate valet parking)
- Have flexible work schedule with availability weekends and some evenings
- Give direct assistance to the Manager of Visitor Services and the Manager of Membership
- Perform other duties as may be required

PHYSICAL REQUIREMENTS

- Able to stand for extended periods of time (up to 6 hours) on a daily basis
- Able to constantly operate a computer for customer purchases
- Able to clearly communicate accurate and complete information about Museum events and exhibitions.

- Able to safely and successfully perform the essential job functions consistent with the ADA, FMLA, and other federal, state, and local standards including meeting qualitative and/or quantitative productivity standards.
- Able to maintain regular, punctual attendance consistent with the ADA, FMLA, and other federal, state, and local standards.

EDUCATION AND EXPERIENCE

- High School Diploma
- Minimum of 2 years of customer service experience.

ADDITIONAL EXPERIENCE

- Experience using a cash register
- Learn and use the Museum's database management system (Altru)
- Possess excellent verbal and written communication skills
- Excellent computer proficiency (MS Office – Word, Excel, and Outlook)
- Must be able to work under pressure, creatively problem solve, and meet deadlines while maintaining a positive attitude and providing exemplary customer service
- Able to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Develop a working knowledge of the Membership Program, art in the collection galleries, and the MFA's events and programs.

TO APPLY

Please submit your resume and a cover letter with salary requirements via email to:

hr@mfastpete.org

You may also mail your resume and cover letter to the following address:

Human Resources

Museum of Fine Arts

255 Beach Dr NE

St. Petersburg, FL 33701-3498