



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 130,000 annual residents and visitors to the Tampa Bay area since its founding in 1965. The MFA is proud to present the largest comprehensive art collection in the state of Florida spanning 5,000 years of civilization in about 20,000 objects from antiquity to today. Highlights include newly renovated and reinstalled permanent collection galleries presenting masterpieces from Monet, Corot, Morisot, O’Keeffe, De Kooning, Rauschenberg, Whistler, Wiley and others; Galleries are dedicated to ancient art, African Art, Asian and Southeast Art, and art of the ancient Americas; a sculpture garden; and one of the largest and most respected photography collections in the Southeastern United States.

In a growing city with multiple museums and a thriving cultural life, the MFA provides the broad context into which all the other local arts organizations fit. The MFA presents a wide variety of art experiences across the spectrum of time and culture – from blockbusters to provocative contemporary exhibitions by emerging artists and scholarly shows that illuminate the depth and beauty of the museum’s growing collection. With 12,000 square feet in collections galleries and 7,700 square feet for temporary exhibitions (including a more intimately scaled Works on Paper gallery) the MFA brings art to life as no other museum in the Tampa Bay area can. In addition to its robust exhibition program, the MFA engages the community through exciting public programs and events, and serves students through a variety of youth programs and multi-year partnership with the Pinellas County School District. About 6,000 public school students attend the MFA each year as part of their 6th grade social studies curriculum.

## **Museum Associate**

### **OVERVIEW**

The Museum Associate will provide courteous and outstanding service daily to Museum visitors. This individual will take responsibility for selling tickets and memberships, keeping the exhibition galleries secure, providing information on current and upcoming exhibitions and programs, and engaging with the public to provide a safe and memorable experience for all. Museum Associates are responsible for completing the day to day, frontline requirements of the MFA in an efficient, professional manner and will report to the Manager of Visitor Services.

### **ESSENTIAL DUTIES AND TASKS**

- Facilitates daily ticket sales for admission to rotating exhibitions as well as membership sales
- Greets and helps Museum visitors with utmost courtesy and respect, explains admissions policy to visitors.
- Monitors and controls the flow of visitors into Museum spaces at entry and exit points. Reports any issues with visitor flow to Supervisors.
- Keeps attendance records by using the Museum's database management system (Altru)
- Collects admission fees, verify membership status, and answers questions regarding the Museum's collections, exhibitions, and events.
- Responsible for the promotion and sales of Museum memberships, support groups, and other ticketed programs.
- Fulfills end of shift closing procedures and prepares appropriate documents.

### **EDUCATION AND QUALIFICATIONS**

- Must possess excellent customer service skills.
- Must be a self-confident public speaker, comfortable working with groups of all ages and backgrounds.
- Must be responsible, flexible, punctual, and able to work successfully under pressure.
- Must always possess a positive attitude.
- Proficiency in cash handling.
- Must be able to work any shift including weekends, nights, and holidays; and/or work extended hours if required.
- Must be willing to work outdoors when needed.
- Satisfactory completion of background check.
- High School Diploma or GED required.
- A minimum of two years customer service experience required. Experience in Visitor Services at cultural institutions or in the tourism industry preferred.

## **PHYSICAL REQUIREMENTS**

- Able to stand for extended periods of time (up to 6 hours) daily.
- Able to constantly operate a computer for customer purchases.
- Able to frequently communicate clearly and accurately with guests and co-workers about museum events and exhibits.
- Able to 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.

## **Additional Experience**

- Experience using a cash register.
- Have a basic knowledge of customer service and possess excellent verbal and written communication skills
- Excellent computer proficiency (MS Office – Word, Excel, and Outlook).
- Must be able to work under pressure 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 art in the collection galleries as well as the MFA's events and programs.

This job description indicates in general terms, the type and level of work performed, as well as the typical responsibilities of this position. Management reserves the rights to modify, change, add or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Nothing in this position description changes the at-will employment relationship between Museum of Fine Arts and its employees.

### **To Apply:**

**Please submit your resume and a cover letter with salary requirements via email to: [bsummer@mfastpete.org](mailto:bsummer@mfastpete.org) or mail to the following address:**

**Attn: Billy Summer  
Museum of Fine Arts  
255 Beach Drive N.E.  
St. Petersburg, FL 33701-3498**