

Museum Experience Associate, MUSEUM OF FINE ARTS, ST. PETERSBURG



Founded in 1965 and located along the beautiful downtown waterfront of St. Petersburg, Florida, the Museum of Fine Arts, St. Petersburg (MFA) is a collecting museum annually serving more than 120,000 residents and visitors to the Tampa Bay area. The MFA is proud to present the largest comprehensive art collection in the state of Florida, spanning 5,000 years of civilization in thousands of objects from antiquity to today. With 17,000 square feet in collections galleries—which were recently renovated and reinstalled—and 7700 square feet for temporary exhibitions, 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 its community through exciting public programs and events, and serves our students through youth programs and a partnership with the Pinellas County School System.

THE OPPORTUNITY

Position Title: Museum Experience Associate

Reports To: Manager of Visitor Services

Department: Visitor Services

Job Code: Part-time/ On-site

FLSA Status: Non-Exempt

POSITION SUMMARY

The Museum Experience Associate will provide courteous and outstanding service to museum visitors, members, and guests. Our visitors come from all over the world. We value diversity of experience, and we welcome multilingual candidates and those for whom English is a second language.

Museum Experience Associates will work with our education and curatorial teams through regular, compensated training on the MFA Collection and special exhibitions, as well as best practices in sharing our collections and programs with visitors of all ages, backgrounds, and abilities.

Duties may include selling tickets and memberships, keeping the galleries and event spaces secure, assisting customers in our retail shop, providing information on current and upcoming exhibitions and events, assisting with programs, and engaging with the public to provide a safe, pleasant, and memorable experience for all. Museum Experience Associates are also responsible for completing the day-to-day frontline requirements of the MFA in an efficient, professional manner. They will report to the Manager of Visitor Experience.

This is an in-Museum position in St. Petersburg, FL. Not a remote position.

Hourly wage is \$15 per hour / up to a maximum of 24 hours per week

ESSENTIAL DUTIES AND TASKS

- Facilitate daily ticket sales for museum admission, special programs, and membership sales
- Welcome museum visitors, members, and guests with utmost courtesy and respect
- Introduce museum guidelines to visitors
- Replenish merchandise and collateral as needed
- Price merchandise for retail
- Assist customers with purchases
- Assist with the flow of visitors into museum spaces at entry and exit points
- Report issues with visitor flow to supervisors
- Keep attendance records by using the museum's database management system (Altru)
- Collect admission fees, verify membership status, and answer questions regarding the museum's collection, exhibitions, membership, and events
- Responsible for promoting and selling museum memberships and other ticketed programs
- Fulfill end-of-shift closing procedures and prepare appropriate reports and documents

EDUCATION AND QUALIFICATIONS

- Must possess excellent customer service skills
- Must be a self-confident public speaker, comfortable working with groups of all ages, abilities, and backgrounds
- Must be responsible, flexible, punctual, and able to work successfully under pressure
- Must always possess a positive attitude
- Proficiency in cash handling

- Willingness to work a varied schedule to accommodate the museum's event schedule
- Must be willing to work outdoors when needed
- Satisfactory completion of background check
- High School Diploma or GED required
- Multiple language proficiency highly desired

PHYSICAL REQUIREMENTS

- Must be able to remain in a stationary position for extended periods of time operating a computer and other office productivity devices such as a calculator, telephone, copy machine, iPhone, and digital camera.
- Must be able to adapt to high pace environments occasionally moving/lifting light weight equipment and other work-related objects up to 25lbs.
- All current MFA St. Petersburg employees are vaccinated against Covid-19. Applicants must be vaccinated for the health and safety of our community.
- Able to safely and successfully perform the essential job functions consistent with 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 ADA, FMLA and other federal, state, and local standards.

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

Not sure you meet 100% of our qualifications? Research shows that men apply for jobs when they meet an average of 60% of the criteria while women and other people who are systematically marginalized tend to only apply if they meet every requirement. If you believe that you could excel in this role, we encourage you to apply.

We are dedicated to considering a broad array of candidates, including those with diverse workplace experiences and backgrounds. Whether you're new to arts and culture administration, returning to work after a gap in employment, simply looking to transition, or take the next step in your career path, we will be glad to have you on our radar. Please use your cover letter to tell us about your interest in the arts and culture space and what you hope to bring to this role.

Please submit resume, letter of interest and salary requirements to HR@mfastpete.org with **Museum Experience Associate** in the subject line or mail to the following address:

Human Resources
 Museum of Fine Arts
 255 Beach Drive N.E.
 St. Petersburg, FL 33701-3498

No phone calls please.