

MFA *The Museum of Fine Arts, Houston*

Position Available

Title:	Guest Services Ambassador (Summer Positions, Temporary)
Reports To:	Guest Services Manager
Pay Type:	Full-Time and Part-Time, Temporary, Non-Exempt
Salary:	Commensurate with Experience and Education
Benefits:	Holiday Pay, Museum Membership and Discounts
Work Schedule:	TBD
Work Location:	Museum Properties, non-smoking facilities

Guest Services Ambassadors play a vital role in enhancing the Museum experience. They represent the Museum by making a positive impression throughout the many points of contact with guests: phone, parking garages, lobbies, and galleries. They serve guests by providing information about the facilities, exhibitions, programs and are able to sell admission tickets, memberships and more.

Responsibilities:

- Must complete the Museum's Fine Art of Hospitality training program and follow through with specific service standards
- Greet and assist guests, and provide a welcoming and friendly environment for them to enjoy their experience
- Sell or reserve a variety of tickets (general admission, special exhibitions, films, programs, events) and sell memberships
- Assist with ease of entrance during high-traffic exhibitions or events, including scanning tickets and line management
- Redirect or suggest alternatives to sold-out experiences such as special exhibitions, films, and programs in the Museum's auditorium
- Participate regularly in curatorial briefings about art and exhibitions
- Approach guests to welcome them, hear about their interests, and share knowledge about the Museum's art collections and exhibitions on view
- Make recommendations to guests that will enhance their visit
- Distribute guest resources including maps, schedules, self-guided tour materials, special exhibition information, and more
- Understand MFAH visitor policies (photography, touching, etc) and emergency procedures to assist with evacuations and situations involving guest safety (accidents in museum, lost children, fire alarms, etc.)
- Ensure the safety and positive experience of guests by remaining alert and watchful
- Notify Museum security to deter acts of vandalism, theft, negligence or other safety and security concerns
- Ensure easy and efficient guest flow through the museum by recognizing issues with signage, way finding, and unintentional obstructions
- Other tasks determined by supervisor

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Skills, Knowledge and Abilities:

- Exceptional social skills including: initiating interactions with guests, making confident eye contact, exhibiting a friendly demeanor
- Empathetic and persuasive communication skills. Able to speak and write clearly when sharing information
- Tidy appearance and good hygiene
- Ability to maintain professional composure, tactfully deal with guest feedback, and remain poised during hectic situations
- Must be able to work weekends, holidays and special after-hours events as needed
- Must be able to stand and move around public areas of the museum—interior and exterior—for extended periods of time (reasonable accommodation will be considered for qualified candidates with disabilities)
- Experience in museum, retail or hospitality industry a plus
- Must be enthusiastic and have a desire to be part of a leading cultural organization
- Strong level of interest and basic knowledge about art
- Able to interact with a diverse group of people from a wide variety of ethnic, cultural, and economic backgrounds, including guests and museum staff at all levels

Education and Experience:

- Some college preferred
- Fluency in more than one language preferred (Spanish a plus)
- Experience with handling cash and credit card transactions
- Experience with POS and online ticketing systems

How to Apply:

Send resume to Human Resources, Job 19-081MGS, P.O. Box 6826, Houston TX 77265-6826; Fax 713-639-7508 or email: jobs@mfah.org.