

MFAH *The Museum of Fine Arts, Houston*

Position Available

Title:	Weekend Visitor Services Attendant, Bayou Bend
Reports To:	Visitor Services Manager, Bayou Bend
Pay Type:	Adjunct, Regular, Non-Exempt, 13 hrs/week
Salary:	Commensurate with Experience and Education
Benefits:	Pension Plan, Credit Union, Museum Membership and Discounts
Work Schedule:	To Be Determined
Work Location:	Bayou Bend, a non-smoking facility

Responsibilities:

When in the Gazebo:

- Greet visitors and docents as they arrive
- Provide information and literature to visitors and keep inventory stocked
- Make sure all visitors who purchased tickets at the visitor center have their stickers
- Sell admission tickets using computerized system (opening and closing, entering visitor data), and reconciling daily sales with Visitor Services Manager, Bayou Bend
- Maintain daily docent log-in and touring sheets
- Maintain daily attendance records
- Direct guests to Bayou Bend and to the Visitor Cottage; announces arrival of special visitors and vendors; accept deliveries
- Provide assistance with answering the primary telephone extension for Bayou Bend when needed
- Cross-trained to fulfill Visitor Services Attendant responsibilities at Bayou Bend historic property and at the Kilroy Visitor and Education Center
- Scan tickets for guest entry to museum and special events
- Assist with ease of entrance during high-traffic events (crowd control), as needed
- Coordinate with security to close the entrance gate to bridge at close of business day
- Must be able to work overtime for special and seasonal events when needed
- Work with other Bayou Bend staff in a team environment
- Other duties as assigned

When in the Visitor Cottage:

- Greet visitors and docents as they arrive
- Provide information and literature to visitors and keep inventory stocked
- Sell admission tickets using computerized system (opening and closing, entering visitor data), and reconciling daily sales with Visitor Services Manager, Bayou Bend
- Maintain daily docent log-in and touring sheets
- Provide assistance with answering the primary telephone extension for Bayou Bend when needed
- Scan tickets for guest entry to museum and special events
- Assist with ease of entrance during high-traffic events (crowd control), as needed

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- Cross-trained to fulfill Visitor Services Attendant responsibilities at Bayou Bend historic property and at the Kilroy Visitor and Education Center
- Must be able to work overtime for special and seasonal events when needed
- Work with other Bayou Bend staff in a team environment
- Other duties as assigned

When at the Bayou Bend Visitor Center:

- Answer the primary public telephone extension for Bayou Bend
- Greet visitors and docents as they arrive
- Provide information and literature to visitors and keep inventory stocked
- Explain the various tour options (60 min, 90 min, or self-guided, depending on date)
- Sell admission tickets using computerized system (opening and closing, entering visitor data), and reconciling daily sales with Visitor Services Manager, Bayou Bend
- Direct guests to Bayou Bend and to Visitor Cottage; announce arrival of special visitors and vendors; accept deliveries
- Help facilities staff ensure that rooms are set up as specified for rental clients; help ensure that audio/visual components are working properly; ensure that customers know how to use the equipment
- Provide directions, and offer recommendations for local eateries, etc
- Scan tickets for guest entry to museum and special events
- Assist with ease of entrance during high-traffic events (crowd control), as needed
- Maintain daily attendance records
- Fulfill routine office functions, including mailings, as needed
- Cross-trained to fulfill Visitor Services Attendant responsibilities at Bayou Bend historic property
- Must be able to work overtime for special and seasonal events when needed
- Work with other Bayou Bend staff in a team environment
- Other duties as assigned

Skills, Knowledge and Abilities:

- Must have excellent verbal and interpersonal skills
- Must be enthusiastic and have a desire to be part of a cultural organization
- Must be able to maintain a professional demeanor and effectively and tactfully deal with visitor complaints and concerns
- Must be able to work with minimum supervision and sit for long periods of time
- Must be able to bend, stoop, perform light lifting and stand for long periods of time
- Basic computer skills required
- Good organizational skills

Education and Experience:

- High School diploma required
- Previous experience with customer service or visitor interaction required
- Previous experience with computerized ticket sales helpful
- Languages in addition to English helpful

How to Apply:

Send resume to Human Resources, Job 19-177BB, P.O. Box 6826, Houston TX 77265-6826; Fax 713-639-7508 or email: jobs@mfaah.org

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