

MFA *The Museum of Fine Arts, Houston*

Position Available

Title:	Guest Services Attendant
Reports To:	Guest Services Manager
Pay Type:	Full-Time, Regular, Non-Exempt
Salary:	\$9.00/hr
Benefits:	Group Medical and Dental Insurance, Life and Long Term Disability Insurance, Pension Plan, Credit Union, Flexible Compensation Plan, Paid Time Off, Reserve Time Off, Holiday Pay, Museum Membership and Discounts
Work Schedule:	TBD
Work Location:	Beck and Law Buildings, non-smoking facilities

Responsibilities:

- Greet all museum guests
- Sell tickets for: general admission, special ticketed exhibitions, lectures, performances, memberships and films
- Sell and validates parking garage entry fee
- Sell food and beverages, as needed
- Provide general information to guests, (including maps, schedules, self-guided tour materials, museum hours, member benefits, special exhibition information etc.)
- Invite and encourage museum guests to become members and facilitate the membership transaction
- Utilizes the museum's ticketing software by:
 - Opening and closing point-of-purchase terminals
 - Entering customer data into ticketing system for memberships and ticket items sold
 - Arrange reservations to special ticketed exhibitions, lectures, performances and films
 - Scanning guest entry to museum, special ticketed exhibitions, lectures, performances and films
 - Reconciling daily sales with manager on duty
- Fulfill routine office functions, including mailings, as needed
- Stock brochure racks and maintain timely signage
- Perform daily tasks associated with audio tours, including selling, distribution to guests, recharging batteries, cleaning, inventory of equipment, and other tasks determined by supervisor
- Assist with ease of entrance during high-traffic exhibitions or events (crowd control), as needed
- Function as special exhibition ushers, as needed
- Other tasks determined by supervisor

MFA *The Museum of Fine Arts, Houston*

Skills, Knowledge and Abilities:

- Excellent personal skills with both face-to-face interactions and phone interactions
- Computer and cash-handling experience required
- Ability to maintain a professional demeanor and effectively and tactfully deal with visitor complaints and concerns
- Must be enthusiastic and have a desire to be part of a leading cultural organization
- Must possess demonstrated experience in the retail or hospitality industry
- Strong level of interest in art

Education and Experience:

- Some college experience a plus
- Fluency in more than one language a plus, preferably Spanish

How to Apply:

Send resume to Human Resources, Job 16-136MGS, P.O. Box 6826, Houston TX 77265-6826; Fax 713-639-7508 or email: jobs@mfah.org.