



THE AFRICAN AMERICAN MUSEUM IN PHILADELPHIA
JOB DESCRIPTION

POSITION TITLE: VISITOR SERVICES ASSOCIATE
DIVISION: VISITOR SERVICES
RESPONSIBLE TO: VISITOR SERVICES MANAGER

POSITION SUMMARY:

This position entails carrying out various responsibilities to support the Visitor Services Department including assisting the public visiting the Museum, providing information about Museum events, assisting the Visitor Services Manager with correspondence, scheduling, filing, data entry, and supporting the work of other department staff members. The position also provides support to the Development Department by assisting in the coordination of membership services, data entry and membership events.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Serves as front desk receptionist. Greets visitors, tracks Museum attendance, operates cash register, counts and balances cash drawer
- Responsible for inventory and retail sales in Museum Store
- Administrative support to the Visitor Services Manager, including but not limited to: database entry and maintenance, filing and maintaining filing systems, record keeping, faxing, copying, receiving and redirecting incoming phone calls and messages, responding to inquiries and assisting with written and oral correspondence (including mailings).
- Assists the Visitor Services Manager with daily operations and special projects as needed
- Administrative support to the Group Sales Coordinator, including but not limited to: booking, scheduling and confirming groups; providing information and coordinating group schedules and activities with Education Department.
- Provides general administrative support to the Development Coordinator, including assistance with membership renewal, data entry and maintaining filing systems
- Involved in special events/development functions, as requested.
- Performs duties for senior staff as available and approved by the Visitor Services Manager
- Provides prompt and courteous customer service at all times

QUALIFICATIONS, SKILLS AND ABILITIES REQUIRED:

Education/ Experience Required:

- Associate Degree.
- Four or more years experience in an office environment.
- Customer Service experience required.

Skills and Abilities Required:

- Strong speaking, and interpersonal skills
- Excellent skills in data entry, filing and maintenance of filing systems, use of basic office machines (copier, fax, voice mail, phone systems, scanner, computer)
- Knowledge of computers, particularly word processing and data management – Microsoft Office (Word, Excel and Outlook)



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- Ability to work flexible hours
- Proficiency with all office procedures and equipment
- Ability to work independently, confidentially and within deadlines
- Ability to interact with the public and staff in a positive, enthusiastic manner

Expected hours: 37.5 per week

Please send your resume, references and cover letter to hr@aampmuseum.org