

The Morean Arts Center seeks a part-time guest services team member (24 or fewer hours per week) to join us. This is an entry level, front-line, hourly position. Our mission is to connect people with art, and we operate 4 distinct visual arts facilities in and around downtown St. Petersburg, Florida. Guest Services Team Members actively and happily engage all visitors, and team members are required to work shifts at the Morean Arts Center, Chihuly Collection, and Glass Studio and Hot Shop as business needs dictate. The position operates in a busy, public environment, so the candidate must be very comfortable with crowds of people, actively welcoming and engaging with many visitors throughout the day while answering phones, responding to questions, and using a computer to transact retail sales, class registrations, memberships and more. Excellent computer and accurate data entry skills (we use the Altru system by Blackbaud) are vital. We are open 7 days a week, 363 days a year, so reliable transportation is necessary as is the ability to work weekdays, evenings, and weekends.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Good interpersonal skills are vital including actively welcoming, listening, clearly communicating and happily engaging with visitors within a busy, public environment
- Being eager to learn about and engage others in what the Morean Arts Center is and what it offers to the public to ensure a good experience for visitors and encourage sales
- Understands established standards, practices, and policies and with that understanding use critical thinking to address a range of customer questions that occur in the daily operations of busy galleries, classrooms, and retail environments politely and diplomatically
- Retail sales ability including consulting with customers, attention to their needs, and as needed referral to retail sales staff to ensure excellent customer service experiences
- Demonstrated proficiency with point-of-sale computer data entry while adhering to cash handling guidelines • Ability to work independently as well as within a team setting
- Ability to retain information on promotions, events, and discounts that affect ticketing prices
- Maintains cleanliness and organization of the admissions and retail sales counters and surrounding areas

Minimum Qualifications: High School Diploma or GED required, at least 2 years of work experience desired, ideally in the attractions industry or in a front-line, retail sales, customer facing environment. Candidate must have reliable transportation and can work a schedule (posted in advance) that may include day, evening, and weekend shifts. Intermediate to advanced knowledge of Windows programs including Outlook email needed. Ability to learn the Altru/CRM/POS system. Must have strong oral and written communication skills and a collaborative, teamwork-based approach to work. Must be able to climb a ladder and move light to-moderately heavy objects (50 pounds and under) on retail displays, including fragile works of glass art, as needed. Hiring is contingent on results of a required, employer-paid Level 2 background check. This is an entry-level position that pays \$13 an hour, and the candidate must have the ability to work different shifts including days, weekends and evenings when needed.