



VISITOR ENGAGEMENT SECURITY OFFICER

Lead VESO

MAM's Visitor Engagement Security Officers (VESOs) engage visitors in a positive manner with a radical welcome. Duties for the Lead VESO include staffing the front desk and retail area; providing directions and information related to the museum collection, exhibitions, public programs, and events; providing museum security and visitor safety; and helping to organize and schedule the other VESOs. VESOs create a polite, engaging, and professional customer-service oriented atmosphere, and provide gallery security monitoring. This position works with all as part of a Visitor Engagement Security team to maintain communication, public awareness, and participation with MAM.

DUTIES AND RESPONSIBILITIES

Bring a creative spirit to the day-to-day retail and visitor engagement activities and create an engaging and innovative museum visit for MAM guests.

Visitor Engagement/Front Desk

- Engage every museum visitor with a warm greeting; orient new visitors to the museum and exhibitions
- Promote viewers' use of audio tours, self-guided tours, and other interpretation materials
- Maintain guest log and visitor count
- Answer and route telephone calls
- Maintain awareness of current and future exhibitions and programs at MAM through constant navigation of MAM website and newsletter and proactive staff interaction, actively communicating this information to audience and volunteers
- Act as MAM Accessibility Contact, working to accommodate special needs of visitors and seeking ways to improve MAM's service to people with disabilities
- Develop and conduct periodic visitor surveys and provide feedback to museum staff
- Restock/clean front desk, bookstore, and lobby area at the start of every day, and throughout the day
- Maintain MAM's voice mail recordings and messages
- Maintain volunteer visitor services and security manuals
- Maintain VESO schedules to ensure continuous coverage during open hours and for events

Open/Close MAM

- Unlock and prepare museum for visitors in advance of official opening time
- Help maintain galleries and building: Check and restock interpretative cards; check for burned-out gallery lights, monitor for vandalism; perform gallery sweeps to confirm that everything is in order
- Alert MAM Associate Curator or maintenance staff of problems, repairs, or cleaning needs
- Coordinate with events calendar to help monitor and plan for the daily management of group visitor traffic and events
- Complete daily log reporting on security issues, audience interactions, and visitor surveys
- Manage closing procedures

Visitor Safety/Museum Security

- Maintain constant awareness of visitor activity with security camera system at front desk or in attendance and patrols of galleries during museum open hours and special events
- Request assistance from staff members for additional gallery circulation as needed
- Maintain first aid kit at front desk, practice safety precautions, and remain cognizant of emergency response procedures
- Complete incident report as needed
- Implement MAM security procedures, including photo release, art delivery documentation, bag check and locker use

- Together with Registrar, maintain awareness of up-to-date emergency procedures, and assist in conducting regular training of emergency procedures and regular security audit

Bookstore, Membership, Class Registration & Ticket Sales (Front Desk)

- Promote and sell MAM Join/Give membership program and train volunteers to assist
- Maintain registration and RSVPs for MAM's classes and programs
- Promote and sell MAM Benefit Auction tickets and tables and tickets to other MAM events
- Assist guests with purchases, conduct transactions/maintain sales records
- Complete daily reconciliation of cash sales and sales log
- Make sales, maintain orderliness, & maintain inventory in sales shop (books, t-shirts, etc.)
- Manage the placement of lobby and outdoor signs, banners, and collateral materials
- Assist with maintaining internal programs and events calendar and external posting of MAM events
- Coordinate and assist in the dissemination and distribution of MAM communications materials, information, and literature

REQUIREMENTS

- This position is 1.0 FTE, or 40 hours/week, and works various shifts during the museum's open hours Tuesday through Saturday, and evening events as necessary
- Reports to Brandon Reintjes, Senior Curator
- Ability to walk/stand for extended periods of time
- Ability to climb stairs and stoop/kneel in order to perform security duties

SKILLS, KNOWLEDGE, AND ABILITIES

- Strong communication and diplomatic skills required
- High level of professionalism
- Customer service, people-oriented with a positive attitude and outgoing, professional demeanor
- Must be adept with computers, telephone systems, and cash register/cash handling
- Ability to work in a team environment with minimum supervision
- Must have a passion for art and ability to communicate about art to the visiting public
- Fluency in foreign languages a plus
- Ability to work under minimal supervision

EDUCATION AND EXPERIENCE

- Bachelor's degree or equivalent experience (art-related field a plus)
- Experience in retail or service environment a plus
- CPR/First Aid preferred

COMPENSATION

- Salary \$16/hour

For questions, or to submit cover letter and resume, contact:

Brandon Reintjes, Senior Curator

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