



Toledo Museum of Art
Job Posting

Job Title: Receptionist
Department: Director's Office
Reports to: Executive Assistant
FLSA Status: Non-Exempt
Employment Status: Temporary Part Time (20-25 hours per week for 3 months)

Since our founding in 1901, the Toledo Museum of Art (TMA) has earned a global reputation for the quality of our collection, our innovative and extensive education programs, and our architecturally significant campus. More than 30,000 works of art represent American and European painting, the history of art in glass, ancient Greek, Roman, and Egyptian works, Asian and African art, medieval art, sculpture, decorative arts, graphic arts, and modern and contemporary art.

To accommodate the ever growing collection and demand for art education, the Museum campus has grown exponentially since its founding. From its humble first exhibition space in two rented rooms, the Museum has grown to cover approximately 36 acres with six buildings.

Thanks to the benevolence of its founders, as well as the continued support of its members, the Toledo Museum of Art remains a privately-endowed, non-profit institution and opens its collection to the public—free of charge—six days a week, 309 days a year. We are closed on Mondays and major holidays.

SUMMARY

The Museum is seeking a part time professional receptionist to be the first point of contact in our executive office and to provide administrative support for the Chief Executive Officer, for the Executive Assistant and for other executives in Senior Management. This role requires the successful candidate to have exceptional communication skills and an immaculate presentation, customer focus and attention to detail.

KEY ACCOUNTABILITIES

- Greets visitors, vendors and employees with high degree of professionalism and courtesy; provides exceptional customer service and interactions with high level clients.
- Answers phones in a prompt & professional manner; transfers incoming calls to appropriate parties or voicemail.
- Supplies organizational information to the public, clients and visitors.
- Performs various administrative services for senior management, including written communication.
- Facilitates the physical flow of paperwork within the department, including filing, handling and dispersing incoming and outgoing mail, updating records, and compiling reports.
- Exercises discretion and interpretive judgment in frequent and sometimes stressful contacts with callers; researches and identifies the appropriate business units or persons for callers when it is not obvious from a provided list.
- Arranges appointments and meetings as requested by persons within and outside the Museum.
- Maintains reception area appearance in a tidy & organized manner at all times.
- Performs other duties as assigned or required.



SPECIALIZED KNOWLEDGE, COMPETENCIES, AND ABILITIES

- High school degree required, Bachelor's degree is preferred.
- Exceptional verbal and written communication skills.
- Professionalism in appearance, punctuality, attitude, and grammar.
- Acts with integrity and maintains confidentiality in all matters.
- Strong technical skills; proficient in Microsoft Office to include Word, Excel and Powerpoint.
- Proven ability to remain calm under pressure and appropriately handle highly confidential material.
- Assertive and resourceful; motivated; willing to ask questions and take initiative without direction.
- Has exceptional attention to detail – accomplishes tasks by considering all areas involved, shows concern for all aspects of work with the initiative for follow through.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

Position requires the ability operate a computer and other office equipment such as copy machine, printer and phone system; the person in this position frequently attends campaign and development events inside and outside of TMA, with non-standard works hours, including evenings and weekends with occasional overnight travel.

The Toledo Museum of Art provides equal opportunity for employment and promotion to all qualified employees and applicants. No person shall be discriminated against in employment on the basis of race, color, religion, gender, age, national origin, marital status, disability, sexual orientation, veteran status or any other status or condition protected by applicable federal or state statutes. The Museum is committed to maintaining an environment in which all employees are treated equitably and given the opportunity to achieve their full potential in the workplace.