



Toledo Museum of Art Job Description

Job Title: Visitor Engagement Team Lead

Department: Education

Reports to: Visitor Engagement Manager

FLSA Status: Non-exempt

Employment Status: Part time

Toledo Museum of Art

Since our founding in 1901, the Toledo Museum of Art 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 Visitor Engagement Team Lead serves as the Museum's principle point of contact throughout the visitor experience including entrance, phones, ticketing, community gallery, main gallery and exhibition spaces. This position works to continually raise the profile of the Museum as a visitor centric organization within the community. This is a truly unique opportunity to be a part of the Education and Engagement team collaborating and assisting on special projects with various departments across the Museum including Communications, Development, Information Systems and Protective Services.

KEY ACCOUNTABILITIES

- Responsible for overseeing Visitor Engagement Staff day to day.



- Maintain a clean and functional work space including the Visitor Engagement back office and information desks located across the Museum campus.
- Works to motivate Visitor Engagement Team to reach sales and membership goals.
- Responsible for completing daily opening and closing procedures including register preparation and verification.
- Positively engages with guests providing directions and information regarding the campus, locations of the permanent collections, special exhibitions and amenities.
- Responsible for proactively identifying, troubleshooting and de-escalating issues occurring in the galleries and across the Museum campus.
- Responsible for maintaining satisfactory scores on all Quality Assurance checks throughout campus, logging concerns in a timely manner.
- Provide coordination and support assistance for special programming.
- Assist with the coordination and activities in the community gallery including gallery upkeep.
- Actively promotes membership sales with visitation, assists with annual membership renewal campaign and calls.
- Works closely with Protective Services to ensure the safety of visitors and the collection; actively promotes the safety policies of the Museum.

EDUCATION, EXPERIENCE, KNOWLEDGE AND ABILITIES

- Bachelor's degree, current student, or equivalent experience.
- Minimum of 2 years' experience in visitor service, hospitality, customer services or sales.
- Strong observation and awareness abilities, including noticing unusual circumstances and situations requiring attention.
- Demonstrated problem-solving and decision-making skills.
- Exceptional communication skills with the ability to facilitate positive dialogues with diverse audiences and build rapport with Museum visitation one-on-one, in groups or via the phone.
- Deep interest in and experience with engaging and interacting with a diverse visitation.
- Knowledge or strong desire to engage with and learn about art and museum practices.
- Ability to work flexible hours including evenings, weekends and holidays.

WORK ENVIRONMENT

Position requires extensive physical mobility – must be able to move about multi-gallery posts during entire shift. Sound level in galleries varies from very quiet to noisy, depending upon activity level. Must be able to communicate verbally both person-to-person, electronically and by radio and visually observe all activity on assigned posts.



Position may require ability to operate a variety of technologies, including familiarity with computers, monitors, kiosks, projectors, etc.; the person in this position frequently communicates with public membership and staff who have inquiries and must be able to exchange accurate information in these situations; May occasionally lift up to 35 pounds.

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.