



## **POSITION DESCRIPTION**

### **Patron Services Associate – Part Time**

Patron Services Associates (PSA) for the **Canton Museum of Art** (CMA) create an environment of welcome and warmth for all CMA visitors. They strive for excellent customer service in each visitor interaction, and they help to promote the mission and values of CMA. They provide a safe, secure environment for the Museum's exhibits and collections, as well as visitors, volunteers and staff. Associates are responsible for opening, closing, and securing the Museum; point-of-sales transactions for admissions, Museum Shop, and School of Art class registrations; answering phones; wayfinding; selling / verifying memberships; and providing information and answering questions about CMA, exhibitions, events, and programs. Associates also assist with maintaining displays, daily light cleaning and tidying, and inventory merchandise in the Shop. PSAs may be assigned other duties in support of the Museum office staff and programs, as time permits.

### **Responsibilities:**

#### Museum Safety & Security:

- Open the Museum, galleries, classrooms, and other public areas upon arrival as required. Close and secure galleries, classrooms, public areas, and Museum (points of entry, exit, and interior areas) if working an end-of-day shift.
- Ensure that all alarm systems, security systems, and electronic surveillance and recording systems are properly set and disarmed daily, according to operating procedure.
- Make regular checks on the condition of works on exhibit; reports any changes in the condition of the artwork to the Curatorial Department. Ensure that the art in the galleries or lobby area is not touched or damaged in any way.
- Monitor visitor activity in the galleries via electronic surveillance cameras, art alarms, and circulation as required through galleries to deter acts of vandalism, theft or negligence and ensure the safety and positive experience of all visitors.

#### Visitor / Patron Experience:

- Provide excellent service to each visitor, taking the appropriate time to understand their needs and manage transactions; be efficient and keep wait-time to a minimum.
- Project an attitude of openness and access to all visitors.
- Sell gallery admission tickets via ticketing system, and using appropriate discounts and membership benefits in transactions. Verify membership status of visiting members from CMA and from Ohio reciprocal museums.

- Collect visitor demographic information and keep daily shift attendance count, entering as appropriate into the CMA POS Check-in system of the website.
- Actively promote and explain benefits of Museum Membership. Encourage visitors to become members by creating a welcoming and engaging environment.
- Proactively seek and obtain information regarding Museum policies/promotions, activities and events through the Museum website, social media, and magazine in order to provide a high level of customer service and promote information to visitors.
- Provide information for visitors interested in other Canton Arts District / Downtown Canton area attractions and venues.
- Register visitors for School of Art classes through the CMA website, and provide information about classes offered.
- Sell tickets to Museum exhibitions and events, when applicable.
- Perform routine light cleaning of the Museum lobby and front desk to ensure appropriate appearance and visitor safety — counters, phones, displays, etc.
- Respond immediately to all emergencies following CMA's policies and procedures.
- Answer incoming calls, responding effectively and efficiently to all questions and requests for information, including basic visitor information, website information, programs, tour options, and processing payments.

#### Museum Shop:

- Ensure that the Museum Shop is neat and orderly at all times. Dust all displays. Sweep floors. Fold shirts and other items as required.
- Inform Museum Shop Coordinator when products require restocking or are running low.
- Complete sales transactions with visitors. This includes greeting each customer, suggestive selling of merchandise, and answering customer questions.
- Assists with quarterly and annual inventory in the Museum Shop.

#### General:

- Handle cash, credit card, and related transactions, including cash drawer reconciliation.
- Assist Administrative and Curatorial staff with deliveries check-in and receiving.
- Other light clerical duties in support of the Museum office and programs, as requested by the Patron Services Coordinator, Finance Director, and Director.

#### **Position Details:**

- Part-time, Non-Exempt (may include weekend & evening hours)
- Museum Hours: Shifts split for morning and evening hours based on . . .

- Tuesday – Thursday: 10am – 8pm
- Friday – Saturday: 10am – 5pm
- Sunday: 1 – 5pm
- Days and Times may change depending on meetings and events scheduled at the Museum.
- A monthly schedule will be provided to PSAs two weeks before the beginning of the month.
- Compensation: Competitive / Hourly; Based in part on qualifications and experience.
- Reporting: Reports to Patron Services Lead; Museum Operations & Shop Coordinator

**Qualifications / Desired Skills & Experience:**

- Appreciation and understanding of the value of art and museums is desired.
- Outgoing and friendly personality—enjoy working with the public and meeting new people.
- High school diploma or GED required. Bachelor’s preferred.
- Minimum 2 - 3 years experience in a customer service related field, including retail.
- Prior experience and/or training in security operations desired, but not required.
- Exceptional verbal, written, and presentation skills for communicating with the public.
- Positive, team attitude, attention to detail, and ability to work well under pressure with crowds.
- Proficiency with computers, Windows / MS Office, and other technology (iPad, Square)
- Ability to learn point-of-sale software.
- Be willing to work Museum-sponsored events after hours and on weekends.
- Be willing to work a flexible schedule, including nights, weekends, and some holidays.
- Must pass a security background check with no past criminal record.

**For Consideration:** Submit Letter of Interest and Resume to Jess Kinsinger, Operations & Museum Shop Coordinator — [jess@cantonart.org](mailto:jess@cantonart.org)

**About the Canton Museum of Art:**

The Canton Museum of Art is one of Ohio’s premier regional museums for an exceptional visual arts experience. CMA is recognized for powerful exhibitions focused on American art, its influences and themes that allow everyone to connect with creativity and cultural heritage. The Museum’s diverse education programs serve thousands of students of all ages. CMA’s acclaimed permanent collection focuses on American works on paper, primarily watercolors, and contemporary ceramics – representing such notable artists as Andrew Wyeth, Edward Hopper, Winslow Homer, John Singer Sargent, Childe Hassam, Viktor Schreckengost, Toshiko Takaezu, Peter Voulkos, and Viola Frey. Founded in 1935, CMA is a cultural destination for the city and region, with programs making the discovery and exploration of art accessible to all. CMA welcomes more than 45,000 visitors each year. Visit [CantonArt.org](http://CantonArt.org) for more.

The Canton Museum of Art is an Equal Opportunity Employer.