



Job Title: Visitor Services Assistant

Classification: Part-time, non-exempt

Department: Visitor Services

Reports to: Visitor Engagement and Program Coordinator, with additional oversight from the Exhibitions Manager.

Starting Salary Range: \$16/hr

Expected Hours of Work:

- Weekdays (2 openings). Wed to Fri, 11:45 AM to 6:00 PM
- Weekends (1–2 openings). Sat to Sun, 11:45 AM to 5:00 PM

**Preference is given to candidates who are available to work occasional mornings, evenings, and weekends for special events, programs, and team meetings. The flexibility to occasionally cover weekend call-outs is also strongly preferred.*

POSITION SUMMARY

The Fabric Workshop and Museum (FWM) seeks a highly reliable and welcoming professional to join our Visitor Services team. As the primary point of contact for the public, the Visitor Services Assistant (VSA) is essential to daily operations and ensures every guest enters a hospitable, accessible, and engaging environment. This role is ideal for someone genuinely enthusiastic about contemporary art who loves interacting with people. It requires exceptional customer service and verbal communication skills to facilitate a positive experience for broad public audiences and FWM's many diverse communities. Because front-of-house operations depend heavily on consistent gallery coverage, dependability and regular availability for weekend and holiday season shifts are required.

DUTIES + RESPONSIBILITIES

Core Visitor Experience + Gallery Monitoring

- Actively welcomes guests, provides visitor information, and verbally informs visitors of museum rules and wayfinding.
- Maintains a visible presence in FWM's galleries and public spaces, balancing friendly customer service with vigilant monitoring of safety and artwork security to ensure a positive, engaging experience for all audiences. Promptly communicates with supervisory staff regarding any changes in artwork condition, visitor compliance, or gallery environment.
- Stays up-to-date about FWM's history, exhibitions, and programs to effectively share information with visitors.
- Addresses the needs of FWM Members, VIPs, and special visitors promptly, escalating difficult or sensitive issues to supervisory or security staff when necessary.

Daily Operations + Systems

- Serves as the primary greeter at the welcome desk or as an attendant stationed within the galleries, depending on daily scheduling needs.
- Opens galleries, places signage, and prepares public spaces for visitation at the beginning of the day, and performs closing duties at the end of the day.
- Operates the ticketing system to facilitate guest registration and assists onsite guests and callers with inquiries regarding admission, ticketing, donations, and cancellations.
- Reports any technical problems with ticketing systems or visitor information issues promptly to the Communications staff.
- Notifies staff promptly when their scheduled guests or appointments have arrived.

Communication + Team Support

- Communicates proactively with VSA supervisory staff to keep them informed of all visitor and gallery issues, and shares relevant updates during monthly staff meetings.
- Develops familiarity with staff members across all museum departments, including Education, Advancement, and Communications, to provide support as they interface with the public during daily duties and events.
- Keeps gallery checklists up to date and monitors inventory, reporting ordering needs to ensure gallery supplies remain fully stocked.
- Performs light housekeeping to maintain the professional appearance of all public and Visitor Services areas, immediately reporting urgent maintenance needs to facilities staff.

Events + Additional Duties

- Attends and assists with FWM special events, exhibition openings, public programs, and staff meetings.
- Performs other related duties within the scope of this job classification as assigned by the Supervisor.

SUPERVISORY RESPONSIBILITIES

- This job has no supervisory responsibilities.

COMPETENCIES

- **Customer Focus.** Enthusiastically supports visitors; responds promptly to needs and requests; actively seeks and incorporates feedback to improve service.
- **Dependability and Punctuality.** Is consistently at work and on time; cares about the impact of their presence on the visitor experience and front-line coverage; understands that reliable attendance supports the whole team and proactively communicates any necessary schedule changes.

- **Interpersonal Skills.** Approaches interactions with a diverse range of people with patience and tolerance; demonstrates the emotional intelligence to handle difficult situations gracefully; uses sound judgment to maintain professional boundaries and escalate stressful visitor interactions to supervisory, facilities, or security staff for a constructive close. Supports fellow team members during all gallery shifts and maintains a professional rapport with VSA colleagues and supervisors.
- **Verbal Communication.** Demonstrates an excellent command of the English language and strong verbal communication skills; speaks clearly and professionally with visitors and staff in all situations; practices active listening to fully understand inquiries; responds effectively to questions; participates constructively in staff meetings.
- **Judgment and Problem Solving.** Proactively asks questions when unsure of how to proceed and is capable of exercising sound decision-making in daily situations.
- **Safety Awareness.** Demonstrates a safety-first mindset by observing all security procedures; maintains vigilant situational awareness in the galleries and public spaces; promptly communicates potentially unsafe conditions to appropriate staff.
- **Integrity and Inclusion.** Works ethically and treats all people with respect; maintains sensitivity toward diverse identities, including queer, disability, and historically underrepresented communities, while upholding the organization's values in every interaction.

QUALIFICATIONS

- A minimum of 1 year of experience in a reception desk, museum, gallery, or comparable customer service role is preferred.
- A genuine interest in contemporary art and a specific desire to support the exhibitions, mission, and community of The Fabric Workshop and Museum, paired with an appreciation for the unique dynamics and mission-driven priorities of a nonprofit arts environment.
- Proficient computer skills, including Microsoft Office and reliable email communication, with the ability and willingness to quickly learn retail Point of Sale (POS) and ticketing systems.

PHYSICAL DEMANDS + WORK ENVIRONMENT

- Depending on the shift assignment, the physical demands of this role alternate between the welcome desk and the galleries.
- Frequently required to stand and walk while monitoring the galleries.
- Frequently required to sit while stationed at the welcome desk.
- Continually required to utilize hand and finger dexterity.
- Occasionally required to climb, balance, bend, stoop, kneel, or crawl.
- Continually required to talk or hear.
- Continually utilize visual acuity to operate equipment, read technical information, and use a keyboard.

- Occasionally required to lift, push, or carry items up to 50 pounds.

The above is intended to describe the general content and requirements for this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TO APPLY

If you feel like you'd be a good fit for this position but are concerned that you might not be 100% aligned with every qualification, we encourage you to apply. Selected candidates rarely meet 100% of all qualifications for a position, and we do not want to miss the opportunity to meet an excellent candidate.

To apply, please submit a letter of interest, resume, and contact information to opportunities@fabricworkshopandmuseum.org and copy romeo@fabricworkshopandmuseum.org. Kindly include "Application: Visitor Services Assistant" in the subject line of your email.

After applications are reviewed, selected applicants will be contacted for interviews. Applications will be reviewed on a rolling basis until positions are filled.

FWM's COMMITMENT

The Fabric Workshop and Museum is an Equal Opportunity Employer (EOE). All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status. FWM's culture embraces diversity within the workplace, and outside, and welcomes all candidates to apply, without fear of discrimination. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. Offers of employment are contingent upon the return of a satisfactory background check

THE FABRIC WORKSHOP AND MUSEUM

The Fabric Workshop and Museum (FWM) is a contemporary art museum, with an internationally acclaimed Artists-in-Residence (AIR) program, located in Center City, Philadelphia. Founded in 1977, FWM encourages artists at all stages of their careers to experiment with new materials and new media in a veritable living laboratory. FWM is easily accessible via public transit and is steps from Reading Terminal Market and blocks from Chinatown and historic City Hall.