



The Fabric Workshop and Museum

Visitor Services Assistant

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.

FWM immediately seeks a Visitor Services Assistant who will be responsible for providing a high-quality museum experience in an efficient and friendly manner. Visitor Services Assistants are ambassadors of FWM and act as our visitors' first point of contact with the museum. Visitor Services Assistants provide exceptional communication and customer service skills and should enjoy interacting with a diverse audience.

This part-time (16 hours total, Friday 12pm-6pm, and Saturday and Sunday 12pm-5pm) position takes place onsite, and require weekends, with the possibility of telework based on the City of Philadelphia's COVID-19 policies. The rate is \$15/hour and benefits include vacation time and sick/personal days, paid holidays, access to an employee assistance program, FWM membership, FWM Museum Shop employee discount, American Alliance of Museums membership.

Responsibilities

- Prepare Museum for visitation at the beginning of day and close at end of day.
- Ensure a high quality of service and a positive visitor experience through participation in the full cycle of visitor experience at FWM, including customer service, visitor safety, and museum information.
- Work with FWM's education, exhibitions, development and communications teams to ensure that information about FWM's history, exhibitions, and programs are accurate and effectively shared with the public.
- Address the needs of FWM Members, VIPs and special visitors in an appropriate and timely manner, and escalate difficult and sensitive visitor issues to the supervisory level when necessary.
- Assist callers and guests on site with information about admission tickets, cancellations, and member discount codes.
- Communicate in a productive and effective way to Supervisor on all visitor-related issues, and interdepartmentally during monthly staff meetings.
- Perform light housekeeping to maintain professional appearance of all public areas and front- and back-of-house Visitor Services areas.
- Handle ticketing system operations and maintenance, including reporting technical issues to Communications Manager.

- As assigned by the Supervisor, assist Exhibitions department with research for upcoming exhibitions or artists projects, contribute data entry into CollectionsSpace or other database records, and send interdepartmental communications to prepare Visitor Services for upcoming exhibitions and programs.
- Assist in Museum Shop as needed.
- Perform other responsibilities as needed and assigned by Supervisor.

Qualifications

- Prior front desk, museum, or gallery experience with extensive knowledge of modern and contemporary art strongly preferred.
- Superb customer service skills, professionalism, and flexibility.
- Experience in retail and Point of Sale systems.
- Strong computer skills, including Microsoft Office and preferably QuickBooks Point of Sale.
- ShowClix or other ticketing system experience a plus.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

Physical Demands and Work Environment:

- Frequently required to stand
- Frequently required to walk
- Continually required to sit
- 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/or use a keyboard
- Occasionally required to lift/push/carry items up to 50 pounds

To Apply

Interested candidates should address a letter of interest, resume and contact information for 3 references to hiring manager Alec Unkovic, Exhibitions Manager, at hr@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. If you need assistance, contact Jessi Melcer, Human Resources Manager, at 215-561-8888 x234 or hr@fabricworkshopandmuseum.org.

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.