

Visitor Services Associate

The Branch Museum of Architecture and Design, located in beautiful Richmond, Virginia, is dedicated to exploring design for the public good – design that creates connections, improves lives, strengthens communities, and transforms the world we share for the better. The Branch House – the museum’s home on Monument Avenue – was designed by John Russell Pope in 1916, was listed on the National Register of Historic Places in 1967.

To further our mission, The Branch Museum of Architecture and Design requires a highly collaborative Visitor Services Associate. The Visitor Services Associate will work at The Branch’s front desk and serve as the first public face of the museum through the visitor experience journey. This position will perform concierge services, as well as assist with scheduled museum events and exhibitions. This position greets visitors, assists them with wayfinding through exhibition/gallery spaces and throughout the building, answers questions about current exhibitions, programs, and architectural history. This role supports the museum’s efforts to enhance the accessibility of exhibitions and programming to diverse audiences and builds sustained and meaningful customer relationships with visitors. This position reports to the Visitor Experience and Programs Manager.

RESPONSIBILITIES

- Serve as the primary point of contact to welcome guests and to communicate The Branch Museum of Architecture and Design’s mission
- Assist all departments with communication needs
- Act as main point of contact for all entries into the building including guests of building business tenants and deliveries
- Manage third party deliveries and onsite rental pick-ups
- Learn tour materials and give occasional building tours
- Be familiar with Branch events, programs, and exhibitions to properly interpret information for all inquiries
- Assist with ticket and membership purchases, and provide knowledgeable aid to all guests in person, over the phone, and via email to ensure they have a positive and enjoyable experience with the museum
- Reserve conference rooms, sort incoming mail, and provide basic concierge services for museum staff and building business tenants
- Provides technical, physical, and logistical support to staff during events and programs on a “as needed” basis
- Collect and record visitor data for various museum ongoing events
- Monitor and respond to Branch social media inquiries

- Tuesday, Thursday, Saturday work schedule 8-hour shifts; occasional other weekend and evening availability required.
- Other duties as assigned.

QUALIFICATIONS

- At least 2+ years' experience in visitor/customer service or related field
- Professional, friendly, and service-oriented
- Strong written and verbal communication skills
- Work effectively with diverse audiences, respecting their experiences, while emphasizing core, central mission, and associated values of the organization
- Excellent organizational skills and attention to detail with the ability to handle multiple tasks simultaneously
- Proficient with basic office equipment, technology, and Microsoft Office suite
- Complex problem-solving skills to develop and implement solutions
- Background or interest in design and architecture
- Dependable, flexible, and ability to be a self-starter with strong intuitive skills.
- Collaborative nature with experience working and communicating with multiple departments.
- Able to go up and down stairs, sustain periods of prolonged standing, and perform occasional lifting of up to 25 pounds.

PREFERRED

- Experience with professional social media management and photography
- Knowledgeable in basic Excel functions
- Strong copywriting skills
- Previous museum experience
- Previous tour guide experience

To Apply:

Please email a cover letter and resume to Kristen Christian, Visitor Experience and Programs Manager at kristenc@branchmuseum.org

The Branch Museum of Architecture and Design is fundamentally committed to the diversity of our staff. Together, we aim to create and maintain a creative and innovative working environment that is inclusive, equitable and welcoming. We are an equal opportunity and affirmative action employer.

This is a part-time position, \$18/hour.