



Job Description – Gibbes Museum of Art

Updated: October 2024

Job Title: Museum Engagement Specialist

Job Type: Part-time, scheduled as needed, not to exceed 29 hours per week.

Work Schedule: Weekday and weekend availability required. Work shifts vary but generally coincide with the regular hours of operation of the museum: Monday-Saturday, 9:30am-5pm (Wednesday until 8pm); Sunday, 12:30pm-5pm.

Reports To: Visitor Services Coordinator and Retail Coordinator

Position Summary:

The Gibbes Museum of Art seeks a part-time, reliable, customer service-oriented individual to serve as Museum Engagement Specialist. The position is the first point of contact for the public and combines the responsibilities of visitor services, store sales, and museum and program orientation. The Museum Engagement Specialist works to make all visitors feel welcome and well cared for while maintaining a safe and engaging environment.

Essential Duties and Responsibilities:

- Staffs the front desk of the museum and serves as the first point of contact to museum visitors.
- Provides outstanding customer service to all visitors, staff, and volunteers.
- Assists with admission functions to include welcoming visitors, selling tickets, processing cash and credit card transactions, answering phone inquiries, and performing general clerical duties.
- Assists with museum store tasks related to merchandising, restocking, display, inventory counts, sales (both in the shop, online, and over the phone), special promotions, and outreach events.
- Serves as the point person for problems that arise in the admissions area and throughout the public areas.
- Promotes and sells museum merchandise, admissions, memberships, and program and event tickets.
- Opens, closes, and reconciles daily cash drawers, including the preparation of daily reports, deposits, and required documentation following museum policies.
- Assists with event setup and breakdown as needed.
- Participates in reporting and research as directed.
- Performs other duties as assigned.

Job Requirements:

- Commit up to 29 hours of work per week.
- Must be able to work a flexible schedule; to include weekends and evening hours as needed.
- 1-2 years of customer service or retail experience required; museum experience preferred.
- High school diploma required; associate or bachelor's degree preferred.
- Must pass a background check prior to employment.

Knowledge, Skills & Abilities:

- Ability to implement, coordinate, and complete tasks in a timely manner, and to establish priorities and perform work independently.
- Ability to use good judgment and respond to visitor concerns or complaints while remaining calm and presenting a professional demeanor.
- Ability to communicate effectively with a variety of individuals, both in verbal and written form.
- Strong organizational skills and attention to detail.
- Proficient in Microsoft Office—Word, Excel, and PowerPoint. Preference given to candidates with prior nonprofit software (Blackbaud’s Altru) and point of sale system experience.
- Ability to use standard office equipment (e.g., phone, copier, etc.) and current PC networking system.
- Ability to lift weight or exert force on objects up to 30 pounds.

Compensation:

- \$17/hour
- 401 (K) matching
- Paid parking

Position: Part-time, Non-exempt

Please provide the following as part of your application:

- Cover letter detailing your interest in the Gibbes Museum of Art and your qualifications (PDF)
- Resume including education and experience (PDF)

Send application by email to: careers@gibbesmuseum.org

The Gibbes Museum of Art is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation, or political affiliation.

Location: 135 Meeting Street, Charleston, SC 29401