

African American Museum of Iowa

POSITION DESCRIPTION

Patron Services Associate



Overview

Patron Services Associates are responsible for overseeing the African American Museum of Iowa's front-of-house operations on Saturdays and during event rentals and some programs. This part-time position reports to the Director of Operations. Scheduling is flexible and includes working on weekends, evenings, and some weekdays to cover events and facility rentals. Patron Services Associates are required to work at least two Saturdays per month from 9:30am to 4:30pm. This position pays \$9-10/hour.

Qualifications

High school diploma preferred. Must be at least 18 years old. Customer service, cash register, and Microsoft Office experience preferred. The ideal candidate should be self-directed, organized, outgoing, and dependable. The candidate should be attentive to detail and possess excellent interpersonal skills. Must be able to lift 40 pounds and have the ability to work a flexible schedule.

Responsibilities

- Be responsible for the Museum on Saturdays and during facility rentals. This includes opening the facility, managing the front desk/store, and following all security policies and procedures.
- Accurately track and record all sales including merchandise and admissions.
- Ensure compliance with facility rental contracts and regulations.
- Provide a high level of customer service to all patrons.
- Provide accurate information about the Museum and its offerings.
- Assist in setting up facilities for events and rentals.
- Proactively maintain clean and organized public spaces and work areas.
- Supervise volunteer Front Desk Attendants, as needed.
- Assist with various clerical and administrative tasks.
- Other duties as assigned.

How to Apply

Please send a cover letter, resume, and three references to search@blackiowa.org. This position is open until filled. For more information about the Museum, visit our website at blackiowa.org. Please direct questions to search@blackiowa.org.

OUR MISSION

To preserve, exhibit, and teach the African American heritage of Iowa.

OUR VISION

We envision building a community that comes together to foster a greater understanding and appreciation of Iowa's African American history and culture through conversation, engagement, and reflection.

POSITION IMPACT

Patron Services Associates help ensure every patron and customer has a positive, enriching experience. They also ensure smooth operation of facility rentals. This can create rewarding outcomes such as inspiring patrons to visit again or share their positive experiences, which can lead to membership, volunteerism, and even financial support.