

# 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 outside regular business hours. This part-time position reports to the Deputy Director. Scheduling includes working on weekends, evenings, and some weekdays. Patron Services Associates are required to work Saturdays from 9:30am to 4:30pm, potentially some Thursday evenings, and occasional evenings/weekends for events or programs. This position pays \$10-12/hour. The target start date for this position is approximately May 1, 2024.

#### **Position Impact**

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

#### **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, friendly and engaging, and maintain a positive, professional appearance. Must be willing to learn and follow procedures. Must be able to occasionally lift or move up to 40 pounds and have the ability to work a flexible schedule.

#### **Responsibilities**

- Be responsible for the Museum on Saturdays and potential Thursday evenings. This includes opening the facility, managing the front desk/store, and following all security policies and procedures.
- Accurately process sales, including merchandise and admissions. Handle and process cash, checks, and credit cards.
- Provide a high level of customer service to all patrons.
- Provide accurate information to those calling, visiting, or interacting with the Museum.
- Proactively maintain clean and organized public spaces and work areas.
- Organize store merchandise as needed. Notify supervisor of any products that need reordered.
- Maintain building security by following established procedures.
- Assist with various clerical and administrative projects.
- Perform other duties as assigned.

#### **How to Apply**

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