



CITY OF MESA VOLUNTEER JOB DESCRIPTION

Mesa Arts Center Mesa Contemporary Arts Museum Guest Services Attendant

POSITION DESCRIPTION

Guest Services Attendants are primarily responsible for ensuring a welcoming and positive experience for all visitors to Mesa Contemporary Arts (MCA) Museum. MCA Museum relies on the community in order to support its five-gallery visual arts complex, education programs and special events.

Duties:

- Manage the front desk at MCA Museum.
- Handle Point of Sale transactions for museum merchandise and fundraisers.
- Greet MCA Museum visitors upon arrival and via phone, answering general questions.
- Provide general directions and exhibition information.
- Answer questions and provide friendly customer service to all patrons in-person and via phone.
- Keep visitors well-informed of MCA Museum and Mesa Arts Center activities and events, both through brochures and verbal conversations; and keep the museum brochure racks tidily stocked with current information.
- Knowledge of basic museum pricing structures.
- Collaborate with other volunteers and contracted staff as needed.
- Provide auxiliary museum security.
- Assist with administrative projects from various departments as needed.

Distinguishing Features: Networking opportunities with artist, art professionals, and community leaders, continuing education in modern and contemporary art, and lectures and workshops about current art exhibitions.

QUALIFICATIONS

Education and Experience: This candidate should enjoy working with the public and must have strong customer service skills. Candidates must be 18 years of age or older and flexible. Basic computer and internet skills are helpful but not required.

Training: New museum volunteers must attend the MCA Museum Volunteer Orientation at the beginning of the Season (late Aug or early Sept), and all Guest Services Attendants must shadow an already established Guest Services Attendant. Additional training will be provided on the job.

ESSENTIAL FUNCTIONS

Mental: Candidates should be energetic and enthusiastic. Docents should have a sincere interest in people of all ages; a sense of flexibility and cooperation; a strong attention to detail; and a respectful attitude for all points of view.

Time Commitment: Museum Admissions Attendants are expected to work a minimum of two shifts per month (3-4 hours per shift) for a total of 6-8 hours per month during scheduled museum hours:

Tuesday-Friday 10am-5pm

(Guest Service Attendants will not be asked to work during weekend shifts)

Location: Mesa Contemporary Arts Museum at Mesa Arts Center, Once East Main Street, Mesa, AZ 85211.

For More Information and Questions: Contact Colette Pecenka, Curator of Exhibitions and Education, at 480-644-6561 or Colette.Pecenka@mesaaz.gov .

To Apply: All volunteers must complete the Volunteer Application on the Mesa Arts Center website. Indicate Guest Services Attendant, if you are interested in this position.

Deadline: MCA Museum conducts one Volunteer Orientation per year (sometime between late Aug and early Sept). Interested applicants must have all their paperwork into the Mesa Arts Center volunteer office by July 31st.