



TAOS ART MUSEUM  
at FECHIN HOUSE

## VISITOR SERVICES ASSOCIATE

### Position Description

Taos Art Museum at Fechin House seeks an enthusiastic and friendly individual with excellent customer service skills to join our Visitor Services team. This position ensures visitors have a positive, informative, and enjoyable museum experience by providing a friendly greeting and orientation, answering questions, providing wayfinding, promoting membership and programs, and ensuring guidelines and policies are followed. This museum visitor-facing role requires a professional, friendly, flexible, and positive demeanor to maintain excellent customer service standards.

### About the Position

This part-time position works every Sunday and pays \$17 per hour to start. Must be able to work Sundays from 11:30 am - 4:30 pm through March and 10:30 am - 5:30 pm beginning in April. Additional days/hours may become available in September.

### Job Duties

- Actively welcomes visitors in a friendly, professional, and cordial manner
- Maintains up-to-date knowledge of the museum, its history, exhibitions, artists on view, programming and events, membership, and operational changes
- Provide information about the museum and other points of interest in Taos to visitors
- Utilizes Square's point-of-sale system to manage daily admissions
- Assists with museum opening and closing procedures
- Responds to inquiries in person, over the phone, and via email
- Sells museum memberships or other offerings, such as program tickets
- Ensures the safety of people, art, and the museum
- Organizes payment transactions and receipts for end-of-day reconciliation

### Qualifications

- Superior customer service and interpersonal skills with a high comfort level interacting with a wide variety of constituencies and age groups is essential
- Must have a positive demeanor, can-do attitude, and be able to work independently and in a collaborative team-based environment
- Must be self-motivated, able to solve problems, and handle multiple tasks proactively
- Must be highly organized, detail-oriented, and have excellent written and oral communication skills
- Proficiency in cash handling and point-of-sale systems required
- Proficiency with Microsoft Office or Google Suite is preferred
- Genuine interest in art, history, and architecture, particularly as it relates to Taos, NM, is preferred

### To Apply

Please email a cover letter and resume with contacts of three professional references to [employment@taosartmuseum.org](mailto:employment@taosartmuseum.org) with Visitor Services Associate in the subject line. Incomplete applications may not be considered.

All applicants receive careful consideration; however, we may only contact those we wish to schedule an interview with because of the high volume of applications.

Taos Art Museum at Fechin House is an equal-opportunity employer committed to diversity, equity, inclusion, and accessibility. We strive to represent the communities we are a part of and to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation, and gender identity diversity. If you have an accessibility need or an accommodation request in the job application process, please contact us at (575) 758-2690.