

P/T Front Desk Support Associate

Position Summary

The Front Desk Support Associate serves as the first point of contact for museum guests and plays a key role in creating a welcoming, professional, and engaging visitor experience. This position is responsible for greeting guests, processing admissions and memberships, answering questions, supporting museum operations, and assisting with events and retail sales as needed. The ideal candidate is personable, organized, dependable, and passionate about hospitality, customer service, and automotive culture. This position works in a public-facing museum environment with frequent interaction with guests, volunteers, collectors, and community partners. Flexibility and a positive attitude are essential to supporting a dynamic visitor experience.

Key Responsibilities

- Welcome and assist museum visitors in a friendly and professional manner
- Process ticket sales, memberships, retail purchases (as needed)
- Answer phones, and visitor inquiries regarding museum exhibits, events, tours, hours, and policies
- Provide guests with information about museum collections, exhibits, and upcoming programs
- Assist with opening and closing front desk procedures
- Maintain a clean, organized, and inviting reception and lobby area
- Support museum events, educational programs, and special exhibitions as needed
- Coordinate visitor check-in for private events, tours, and group visits
- Promote memberships, special events, and museum initiatives to visitors
- Work collaboratively with volunteers, staff, and vendors to ensure smooth daily operations
- Uphold the museum's mission, values, and standards of guest service

Qualifications

- High school diploma or equivalent required
- Previous customer service, hospitality, retail, or receptionist experience preferred
- Strong interpersonal and communication skills
- Ability to work weekends a must, holidays, evenings, and special events as required
- Basic computer applications
- Ability to multitask and remain professional in a fast-paced environment
- Reliable, punctual, and detail-oriented
- Interest in automobiles, history, or museums is a plus

Physical Requirements

- Ability to stand or sit for extended periods
- Ability to lift up to 15 pounds occasionally
- Ability to move throughout museum spaces during events and daily operations

Compensation & Benefits

- Hourly position; compensation based on experience
- Opportunities to participate in museum events and community programming
- Employee discounts and museum access benefits (if applicable)