



## **Visitor Services Representative – CAM**

Founded by Detroit philanthropists George and Ellen Booth in 1904, the Cranbrook Educational Community is one of the world's leading centers of education, science, and art. Comprised of a graduate Academy of Art, contemporary Art Museum, House and Gardens, Institute of Science, and more than 1,600 students attending our Pre-K through 12 independent college preparatory Schools, Cranbrook welcomes thousands of visitors and students to its campus each year. Critics have called Cranbrook "the most enchanted and enchanting setting in America" and in 1989, it was designated a National Historic Landmark. The campus is located in Bloomfield Hills, Michigan, about 20 miles north of Detroit. For more, please visit our website: [www.cranbrook.edu](http://www.cranbrook.edu).

The **Visitor Services Representative** will provide enthusiastic customer service to all museum visitors and constituents, help create a welcoming educational environment, ensure protection of works on display in the galleries, and support Visitor Service Supervisor roles and museum operations as necessary.

### **Responsibilities include, but are not limited to:**

- Welcome and engage Museum visitors and constituents, orientate them to the Museum facility and introduce current exhibitions and programs. This includes visitors to the museum, campus, public programs, and private groups. Look for opportunities for further engagement, exceeding expectations of routine customer service.
- Perform the role of Gallery Educator circulating through the galleries, engaging visitors in dialogue when appropriate, provide information on the exhibition, artists, and campus history, while monitoring of security issues pertaining to the artwork and visitor surroundings. Stay current with changing gallery and exhibition information. Know key talking points about artworks and artist featured in the galleries.
- Go out of your way to be helpful and informative to visitors about facilities at the museum and on campus. This includes institutional history, wayfinding, and information about current and upcoming exhibitions and programming.
- Must be comfortable standing and walking in the galleries whenever visitors are present during extended shift.
- Must be able to perform basic operations through the point of sale at the front desk and perform duties related to shop sales, including the accurate entry of all visitor information and fees collected into the Museum's admission system.
- Sell museum memberships, process applications and be knowledgeable about the benefits of membership in the Art Museum.
- Answer Visitor Services front desk telephone and email and provide accurate information.
- Keep Museum lobby, reception desk, storage areas, and galleries clean and orderly.
- Must be physically able to navigate multiple levels and safely move visitors with handicapped restrictions or strollers into and out of the Museum through the elevator.
- Be aware of emergency and security procedures at the Art Museum and implement when necessary. Communicate with CEC Security as needed.
- Follow appropriate opening and closing procedures as assigned, including peristyle and grounds set up, and monitoring daily museum inventory checklist procedures.

- Maintains attendance, punctuality, and performance standards set forth in Cranbrook's employee handbook with adherence to dress code policy.

**Requirements:**

- High School Diploma or GED required (BFA or MFA strongly preferred).
- Customer service experience required.
- Ability to work with the public, school personnel, students, and volunteers with ease and enthusiasm.
- Willingness to work flexible hours, including evenings and weekends.
- Computer experience required; additional training on specialized software is provided.
- Ability to manage several projects simultaneously.

**This is a part-time position, to work fewer than 20 hours per week.**

Cranbrook offers competitive compensation and a unique environment that values collaboration.

For consideration, please submit a resume and completed Employee Application to: Cranbrook – HR, P.O. Box 801, Bloomfield Hills, MI 48303-0801, or fax (248) 645-3014. Applications and HR email address for submissions can be found on the Employment page of our website at [www.cranbrook.edu/employment](http://www.cranbrook.edu/employment)

**(Please note that a fully completed employment application is required for consideration.)**