

LEIGH YAWKEY WOODSON ART MUSEUM, INC.
JOB DESCRIPTION

Job Title: Visitor Services
Responsible To: Administrative Manager
Status: Non-exempt
Date: April 2022

About the Leigh Yawkey Woodson Art Museum:

As the only full-service art museum in northern Wisconsin, the Woodson Art Museum offers a myriad of community engagement opportunities and maintains its more than four-decade commitment to always-free admission. The Woodson Art Museum provides visitors with barrier-free access to a vast array of visual-arts experiences, including ever-changing artwork in the galleries, sculpture gardens, and Art Park [the Museum's interactive gallery], visiting artists' presentations and workshops, hands-on art making, and programs for all ages and life stages.

The Leigh Yawkey Woodson Art Museum, in the heart of Wausau, Wisconsin, is known for its internationally acclaimed *Birds in Art* exhibition, which opens each fall on the weekend after Labor Day. All-new avian-themed interpretations in original artworks inspire in endless ways. *Birds in Art* evolved from the inaugural exhibition that helped launch the Museum in 1976.

In 2017, the Woodson Art Museum received a National Medal for Museum Service, the nation's highest recognition awarded by the Institute of Museum and Library Services, a federal agency.

Position Summary:

The Visitor Services staff member provides valuable assistance to visitors and staff alike. This position requires a detail-oriented person who has excellent interpersonal skills, can be flexible in a fast-paced public environment, and can work without direct supervision.

Principal Duties and Responsibilities:

- Assist visitors with questions about the Museum and exhibitions on view, and also be an advocate for activities in the greater Wausau area for all visitors
- Answer phones, process incoming and outgoing mail, and serve as receptionist to professional staff
- Monitor Outlook calendars of the organization and professional staff
- Process merchandise sales, memberships, contributions, and tribute payments, and program registrations through Altru Blackbaud point-of-sale software
- Manage varied clerical tasks assigned by administrative manager, including but not limited to, alphabetizing records, processing mailings and e-blasts, gathering outreach data, placing events on Museum's online events calendar, and reviewing and consolidating patron data
- On weekends, oversee security staff, and undertake light housekeeping duties
- Welcome visitors when Greeters are not available

Knowledge, Skills, and Abilities Required:Education/Experience:

- High school diploma required; associate degree preferred
- Two to three years of customer-service and/or clerical-related experience

Skills/Abilities:

- Allocate time efficiently, prioritize duties, and meet concrete goals/deadlines
- Exhibit excellent organizational skills, ability to handle multiple directives, and accuracy
- Demonstrate good self-motivational and interpersonal skills
- Embrace team-oriented practices
- Possess good phone, verbal, and written communications skills
- Demonstrate competent computer skills

Weekly Schedule:

Thursday, 8am – 4:30 pm*

Friday, 8am – 4:30pm

Saturday, 10am – 5:30pm

Sunday, 10am – 5:30pm

*First Thursday of the month, 8am – 7:30pm

*Every Thursday during *Birds in Art* exhibition, 8am – 7:30pm, i.e., September, October, and November (except Thanksgiving Day)

Working Conditions:

Job Conditions/Work Location: Work is performed largely in a pleasant office environment with minimal chance for personal injury

Physical Requirements: May need to climb up and down stairs; bend, stoop, and lift to move materials and retrieve files; pull/push, lift, and carry up to 25 pounds; and reach both above and below shoulder height

Equipment Operated: Computer, printer/copier, phone, copier, point-of-sale system, postage machine

Software Used: Microsoft 365, Adobe Creative Suite, Altru Blackbaud, Constant Contact, Filemaker Pro

Training:

The Woodson Art Museum offers on-the-job training. This employee will shadow their counterpart in Visitor Services, take training classes for necessary software, and learn about the roles of professional staff and the Museum's offerings and collection focus as well as more broadly about museums and the community.

Benefits:

Paid vacation, paid sick time, holiday pay, Simple IRA

Wage:

30 – 33 hours per a week, \$16 – \$17 per an hour based on experience

To Apply:

Via email to ejohann@lywam.org with the subject line: Visitor Services Application. Please include the following materials:

- Application for Employment, found at <https://www.lywam.org/get-involved/explore-jobs/>
- Resume/CV
- Letter of Interest

Contact:

Elaina Johann, administrative manager
ejohann@lywam.org

Leigh Yawkey Woodson Art Museum

700 North Twelfth Street
Wausau, Wisconsin 54403-5007
715.845.7010
info@lywam.org
www.lywam.org

Note:

This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the supervisor. All requirements are subject to change over time, and to possible modification to reasonably accommodate changing institutional needs and individuals with a disability.