



Visitor Experience Admissions & Membership Lead (Full-Time, Exempt, \$20/hour plus benefits)

About The Museum of Art + Light (MoA+L)

www.artlightmuseum.org

Founded in 2021, and open to the public in fall of 2024, the Museum of Art + Light (MoA+L) is a contemporary art museum that explores the limitless convergence of visual art, the creative process and digital technology.

Our Mission—to bridge 21st century technology with the visual and performing arts to incite positive emotion, cultivate meaningful connections, encourage artistic exploration, and spark innovation.

MoA+L captivates audiences through the presentation of rotating exhibitions featured on three floors. MoA+L's exhibitions, whether displayed as physical fine art objects in an array of media, or as unique digital immersive experiences inspired by original works of art created by artists past and present, are shown together with narrative context and versatile arts-inspired programming. All exhibitions provide illuminating, multi-sensory experiences that connect and stimulate visitors—families, youth of all ages, artists, community partners, and educators alike to have conversation and make personal meaning.

Our Values—central to our mission is the promotion, understanding, and appreciation of the arts through educational experiences that foster self-reflection, enhance critical and creative thinking, produce emotional responses, promote well-being, and facilitate community and cultural partnerships.

Summary of Position

The Museum of Art + Light (MoA+L), located in Manhattan, Kansas, seeks a full-time individual as a Visitor Experience Admissions & Membership Lead. This role is a key "front of house" position and involves forming the public's perception of and experience with the museum while handling all aspects of front desk sales related to admissions and membership. The Visitor Experience Admissions & Membership Lead ensures visitors have a pleasant experience by being welcoming, knowledgeable about all aspects of the museum and is an outgoing, friendly, professional, and a helpful presence for the public at all times.

Duties will involve handling the front desk daily operations, communicating with visitors about what the museum has to offer, completing any point-of-sale transactions, taking payment, gently informing visitors of museum etiquette, checking in visitor's belongings, and assisting visitors with wayfinding at the beginning of their visit. This position assists and leads the museum's membership sales efforts, and informs visitors about programming opportunities, and handles program registrations. The Visitor

Experience Admissions & Membership Lead may also assist with the check-in of pre-booked group visitors.

The museum's membership program is supported by marketing and admin team members who will assist the Visitor Experience Admissions & Membership Lead with member communications (electronic and print materials) such as member renewal mailings and solicitations. Key team members will also assist the Admission & Membership Lead in the shaping and development of member materials. Key membership responsibilities may include weekly processing of purchased memberships and/or the printing of member cards as needed on demand. Additional projects in this role are assigned and will include keeping visitor attendance statistics, analyzing demographics, and producing admissions sales reports. This position may at times require providing assistance to assist gallery attendants roving museum galleries if breaks are needed—to ensure the visitors, artwork, and surrounding gallery structures are kept safe and free from injury or damage; or surveying visitors; with data entry; and/or assisting with special event set-up or teardown of folding chairs/tables.

The Visitor Experience Admissions and Membership Lead is required to be computer literate and will be expected to use Square and other database systems such as Microsoft Outlook Teams, Excel, and Word and/or other online applications effectively and efficiently. The position involves sitting or standing for periods of time and walking/moving through gallery spaces.

The Visitor Experience Admissions and Membership Lead must be available to work 40 hours a week, eight (8) hours per day, Wednesday through Sunday to cover the museum's public open hours and allow for time to complete membership projects and other tasks before opening. Work hours are from 8:30 a.m. to 5:30 p.m. daily. This position is a salaried non-exempt job.

Reports to: The Visitor Experience Admissions and Membership Lead will report directly to the Manager of Visitor Experience, Volunteers and Group Sales who serves as the supervisor for all VE team members. The head of the department (VP of Learning, Engagement and Visitor Experience) may also provide guidance during particular shifts if the Manager is not available (or other senior leadership staff). This position collaborates with collections, education, exhibitions and marketing team members and requires working closely with building facilities staff to report building emergencies and will handle and assist with visitor emergencies and security issues when needed in collaboration and with support from the Manager of Visitor Experience, Volunteers and Group Sales and senior staff.

Requirements

The Visitor Experience Admissions and Membership Lead plays a critical role in providing excellent visitor and customer service, assists with front desk duties such as introduction of the museum exhibitions to each visitor, ticket and membership sales, wayfinding, and ensuring each visitor's needs are met. This position requires professionalism, decorum, responsibility, a positive attitude, flexibility, punctuality, friendliness, and cooperation/collaboration with peers and supervisors.

Duties & Responsibilities:

- As a front-line "first impressions" representative of the museum, helps assure that visitors have a pleasant experience by smiling when seeing/greeting visitors, making eye contact and making visitors feel welcome.
- Courteously provides visitors with assistance, museum information, information about museum exhibitions, and directions when needed.
- Completing ticketing and all sales transactions.

- Opens and closes cash drawer(s), counts cash and enters denominations and totals into the point-of-sale system, handles cash, check, and/or credit card transactions and is responsible for making change.
- Provides “above and beyond” customer service.
- Controls access to galleries and assists with monitoring safety hazards.
- Reports visitor and artwork incidents immediately to managers and senior staff.
- Is familiar with the museum’s emergency plan and evacuation procedures and can assist in an emergency.
- Performs gallery roving duties when necessary, assisting with wayfinding, providing information to visitors about museum exhibitions, and observing galleries for the safety of all visitors, artwork, and gallery surroundings.
- Keeps track of front desk supplies and advises manager when they are low.
- Processes membership cards weekly and assists with communications and support of the museum’s membership program.
- Performs other duties as directed.

Desired / Required Qualifications, Experiences, Skills, and Abilities:

- The ideal candidate will possess excellent interpersonal and public relations skills and present themselves in a friendly, professional, and personable manner;
- Some prior Museum experience or work in the cultural sector is desired;
- Speaking to the public, greeting them, answering questions, and solving problems is required.
- This position requires good hygiene--a neat, clean, and professional appearance is required when working with the public in this position.
- An interest in learning and knowledge of contemporary art is helpful.
- An ability to sit or stand for extended periods of time is required.
- Computer skills and/or using a keyboard, laptop and/or screen is required.
- Good communication skills is required.
- An ability to remain alert and observant at all times is required.
- A high school diploma is required. Additional education is desired.
- Previous work experience in customer relations and experience with sales and/or using POS systems and databases is required.
- Sales experience is required.
- An ability to foster trust and keep sensitive museum information confidential is required.
- Must be self-aware, self-regulated, motivated, and empathetic.
- Flexibility on the job and an ability to trouble shoot is required.

To be considered for this opportunity, submit a resume and cover letter to lrowell@artlightmuseum.org

Submission Deadline: This job listing will remain open until the first interview phase is complete or until enough qualified candidates have been identified. NOTE: Incomplete application materials may not receive full consideration for the position. Desired start date=May 1, 2026.

Physical Job Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires the ability to move, stand, sit, and or lift small objects. Performing the duties of this job, the employee is regularly required to perform semi-skilled movements such as the operation of a computer keyboard, telephone, calculator, paper cutter, and other office equipment. The employee is regularly required to exert light to medium

physical effort in work involving lifting, carrying, pushing, walking, and/or standing for prolonged periods of time, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching, or crawling. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities require close vision, color vision, and the ability to adjust focus.

Salary Range: \$20/hour, (Range of Annual Gross Salary is \$41,600). Working shifts will be scheduled Wednesday-Sunday between the hours of 8:30 a.m. and 5:30 p.m. Some evening shifts for special scheduled events may exist.

Benefits: This position is a full-time benefited position that includes medical, dental, and vision packages.