



JOB DESCRIPTION  
**PRIMARY VISITOR SERVICES REPRESENTATIVE**

Department: Engagement  
Reports to: Executive Director  
FLSA Status: Part-time, non-exempt  
Effective Date: 2020  
Hourly Rate: \$10.00

Hours: Tuesday – Friday, 9:45 a.m. – 5:15 p.m. Possibility of additional hours week nights, evenings, and/or weekends

**Position Summary**

MONA's Visitor Services Representatives support the mission and safety of MONA by sharing knowledge about exhibitions and keeping artwork and people safe. They are the first official point of contact to Museum visitors, and as such, help provide positive experiences for all ages. The position is knowledgeable and shares information to the public about exhibitions, collections, the Museum building, and MONA's history.

**Duties and Responsibilities**

- Greets and welcomes visitors and provides basic information about the Museum and its policies such as but not limited to: touching art, photography, food, beverages, masking and social distancing requirements.
- Enforces Museum policies; works as part of a security team to keep MONA's guests, assets, and staff safe.
- Monitors activity in MONA using camera and personal surveillance.
- Performs opening and closing procedures for both public and non-public hours.
- Exhibits familiarity with the layout of the building and grounds, including galleries, hallways, and closets.
- Keeps track of Museum attendance and records statistics. Encourages visitors to sign the register book.
- Cleans and sanitizes high-touch surfaces at the front desk as appropriate.
- Reports problems with art on display, unusual behavior, or building issues to direct supervisor.
- Supports the MONA Shop by processing sales on an as needed basis.
- Re-stocks and distributes Museum printed materials in the Lobby and the galleries as needed.
- Answers general questions about Kearney and the region, gives directions and suggestions.
- Offers the use of wheelchairs to those needing assistance.
- Implements emergency procedures for MONA visitors and MONA Shop volunteers such as fire evacuation plan and tornado shelter procedure.
- Other duties and projects as assigned.

**Minimum Qualifications**

- High school diploma/GED equivalent; relevant coursework from an accredited college or university is preferred.

- Professional experience in a visitor service role at a comparable organization or in hospitality, retail, or cultural organizations.
- Vigilant awareness and attention to activity.
- Effective and persuasive communication skills; able to initiate conversation, speak clearly, and present information to a wide variety of visitors, volunteers, and staff.
- Ability to work with individuals from a wide variety of backgrounds.
- Must be comfortable and able to work while wearing a mask.

### **Physical Demands**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; climb or balance; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles, outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate. Works evenings and weekends. This position does not require routine or regular engagement in interstate commerce.

### **Application Instruction:**

Please submit your letter of interest, resume, and 3 references

via email to: [mona@unk.edu](mailto:mona@unk.edu) or

by mail to: Museum of Nebraska Art  
2401 Central Avenue  
Kearney, NE 68847

Please do not call the museum, only applications submitted by email or mail will be considered.