



*The Rhythm! Discovery Center announces the following part-time position:*  
**Visitor Services and Membership Coordinator**

## **ORGANIZATION**

Rhythm! Discovery Center is the world's foremost drum and percussion museum; founded by the Percussive Arts Society in 2009. Rhythm! features unique, interactive exhibits highlighting a rich collection of historic artifacts and hands-on percussion instruments. Drawing upon cultures from around the world, Rhythm! offers an incomparable experience in exploring the universality of rhythm and percussion, and its role in shaping communication, music, art, performance and society. Rhythm! also offers a diverse array of educational programming designed to supplement its interactive exhibits, providing a place for everyone to explore first-hand the world of percussion.

## **DESCRIPTION**

This position will provide friendly and courteous service to visitors of the Rhythm! Discovery Center while supporting general operations:

- Provide exceptionally friendly and courteous service in face-to-face contact with museum visitors;
- Run admission counter, including, but not limited to, running cash register, selling merchandise, stocking gift shop, and general museum operations;
- Maintain ongoing communications with museum members through electronic communications and direct mail, including processing all new R!DC Memberships;
- Establish, implement, and monitor operational policies and procedures for all aspects of visitor services including opening and closing, admission ticketing system, admission desk operations and attendance reporting;
- Other related duties, including gallery upkeep, and other assigned tasks as needed
- Assist Membership Services with renewal mailings;
- Assist with membership database management – update returned mail for bad addresses, etc;
- Process mailed subscription renewals and registrations in member database; maintain documentation and filing system for mailed renewals and registrations;
- Process remote check deposits;
- Other related duties as needed and available.

## **EXAMPLES OF DUTIES**

- Works with Museum Manager to maintain procedures and policies related to the day-to-day activities of retail sales and front-line staff to ensure the efficient daily operation of the museum store and admission desk;

- Welcomes and orients visitors and proactively promotes exhibits, programs, special activities, and memberships;
- Maintains a well-informed, working knowledge of the exhibitions, programs and services available by RIDC in order to communicate to the general public;
- Investigates and resolves customer/visitor service issues related to museum experience, and involves Museum Manager when necessary;
- Provides assistance with set-up of special events, including venue rentals when necessary;
- Follows cash handling procedures, safety procedures, and procedures designed to secure the store from cash shortage or inventory shrinkage;

## **REQUIREMENTS**

- Ability to work with museum staff, volunteers, and the general public in a courteous, helpful, and efficient manner; problem solve and exercise good judgment and diplomacy at all times;
- Skilled at working independently; demonstrating the highest levels of integrity, flexibility, and initiative;
- Accurately perform basic bookkeeping tasks; cash handling and reconciliation skills;
- Demonstrated customer relations skills including resolution of employee/customer problems;
- Ability to sit for several hours at a time and lift object up to 30 lbs;

## **SCHEDULE**

20 hours per week. Sundays from 11:00am-5:00pm required. 3 additional weekdays will be scheduled, mornings and early afternoon preferred. Availability during holidays and the week of November 12-18 preferred.

## **COMPENSATION**

Hourly - \$13/Hour

## **APPLICATION PROCEDURE**

Please submit a résumé and cover letter via email to:  
Elizabeth Quay, Museum Manager & Registrar  
equay@pas.org  
Applications will be considered until position is filled

## **SELECTION PROCESS**

Applications will be paper-screened and those exhibiting superior qualifications will be invited to interview. No phone calls please.