



## Job Description

**Position Title:** Guest Service Lead  
**Availability Needed:** Open availability required; position regularly requires nights and weekends

**The Mission of MIM:** The Musical Instrument Museum (MIM) enriches our world by collecting, preserving, and making accessible an astonishing variety of musical instruments and performance videos from every country in the world. MIM offers guests a welcoming and fun experience, incomparable interactive technology, dynamic programming, and exceptional musical performances. MIM fosters appreciation of the world's diverse cultures by showing how we innovate, adapt, and learn from each other to create music—the language of the soul. For more information visit our website at [MIM.org](http://MIM.org).

**Summary:** This position is responsible for assisting the MIM Guest Service management team with daily operations and management of the Guest Service team and volunteer team.

### Primary Responsibilities

- Assist with the daily operations and management of the Guest Service team
- Oversee all Guest Service volunteer team member assignments
- Manage *Duo* and *Family* level memberships, primarily through data entry, acknowledgement, renewal reminders, and reporting
- Address any guest or volunteer problems, questions, or concerns, including escalated guest issues
- Settle cash drawers and reconcile cash variances
- Serve as primary backup for the frontline team, including at phone stations, ticket sales, coat check, etc.
- Other duties as needed

### Skills/Requirements

- Some supervisory experience in Guest Service at a museum, performing arts organization, or similar institution is strongly preferred. Exceptional customer service skills are required.
- Experience working with volunteers preferred
- Strong computer skills in Windows-based applications, including Microsoft Office
- A positive attitude that promotes teamwork and a favorable image of the museum
- Excellent presentation, interpersonal, and written communication skills
- Ability to cheerfully exercise patience and sound judgment in a variety of situations, especially in direct interaction with the public.

- Ability to lift up to 20 pounds and push/pull up to 100 pounds. Position requires long periods of standing
- Strong problem-solving skills and can quickly adapt to changes to make swift decisions

For more information please visit our website at [mim.org](http://mim.org)

Qualified candidates should submit a resume and cover letter via the link below:

[https://workforcenow.adp.com/jobs/apply/posting.html?client=themim&jobId=77112&lang=en\\_US&source=CC3](https://workforcenow.adp.com/jobs/apply/posting.html?client=themim&jobId=77112&lang=en_US&source=CC3)