

## Yellowstone Art Museum

**Position Title: Front Desk & Office Support Assistant**

**Reports to:** Development Director

**Supervisory Responsibilities:** None

**Status:** Temporary, part-time, non-exempt (15-20 hours/week)

**Pay Rate:** \$16/hour

### Position Summary

The Front Desk & Office Support Assistant plays a dual role supporting both visitor services and administrative operations at the Yellowstone Art Museum. This position provides a welcoming and informative experience for museum visitors on Thursday evenings and Saturdays while assisting the Finance and Development teams with administrative and operational tasks on Fridays.

### Schedule & Time Allocation

- **Front Desk / Visitor Services (Thursday evenings & Saturdays):** ~10 hours/week
- **Office Support – Finance & Development (Thursdays & Fridays):** ~5-10 hours/week

Schedule may include occasional evening hours based on museum needs.

### Primary Responsibilities

#### Front Desk / Visitor Services

- Greet all visitors and provide a positive first impression of the museum
- Offer orientation, answer questions, and provide information about exhibitions, programs, and events
- Process admissions, memberships, and Museum Store purchases using the point-of-sale system
- Answer incoming calls, doorbells, and general inquiries
- Track and record visitor attendance and related data
- Maintain front desk calendars and communicate updates to staff and volunteers
- Ensure visitor materials are stocked and organized
- Support opening and closing procedures in coordination with security staff
- Assist with general front desk operations as needed

### **Office Support – Finance & Development**

- Assist with donation processing, including data entry and record maintenance
- Provide general administrative support, i.e. copying, filing, mailing, organizing documents

### **Additional Responsibilities**

- Perform light cash-handling duties
- Complete other duties as assigned

### **Minimum Qualifications**

- High school diploma or equivalent
- Strong written and verbal communication skills
- Basic computer proficiency, including Microsoft Office (Word, Excel, Outlook)
- Strong organizational skills and attention to detail
- Ability to manage multiple tasks and priorities efficiently
- Professional, courteous, and customer-service-oriented demeanor
- Interest in art and willingness to learn about museum programs and exhibitions
- Ability to work a flexible schedule, including Saturdays and occasional evenings

### **Preferred Qualifications**

- Prior administrative, customer service, or retail experience
- Experience with data entry
- Self-motivated with strong problem-solving skills
- Valid Montana driver's license

The Yellowstone Art Museum's open-door policy is intended to ensure that all employees are treated with dignity, equity, respect, and trust. All employees are expected to participate in open and honest communication whereby employees respect input they receive, they listen, clarify, and strive for consensus.

The YAM is Equal Opportunity Employer, celebrating diversity in all forms and in all aspects of our work. Applicants from all walks of life and identities, including persons of color, LGBTQ+, are strongly encouraged to apply.

**To Apply:**

To apply, please submit a cover letter, resume, and references to [adminassist@artmuseum.org](mailto:adminassist@artmuseum.org).  
No phone calls, please.