

Phoenix Art Museum is looking for an **Education Tour and Outreach Associate** to serve as the primary contact for those organizing group (school & adult) visits and outreach presentations. Provides administrative support, including planning, organizing, and reporting for school (K-12) and adult tours and outreach educational programs for Phoenix Art Museum.

Job Duties:

1. Provides exceptional customer service via phone call, email, and in-person to process booking requests.
2. Identify and adapt to customer's needs so as to determine and book the appropriate reservations—matching the goals of the participants with the best Museum program option(s).
3. Communicate and coordinate with Docents to facilitate Museum tours and outreach services.
4. Accommodate and set priorities for a variable workload, under established deadlines with little or no supervision.
5. Facilitate internal and external communications via distributed reports and regularly scheduled meetings with other departments and Docent leadership.
6. Book reservations, build accounts, maintain tour calendars, and facilitate internal and external communications via the Museum's software systems (including SRO4, Volunteer Hub, Wiki, and others).
7. Manage software systems, online tools, and other processes related to booking and documenting Museum programs.
8. Prepare monthly and annual Education reports and identify trends in tour and outreach participants, so as to grow school/group audiences and reach audiences—aligning with the Museum's Strategic Plan.

Minimum Qualifications:

1. High school diploma or equivalent. Bachelor's degree preferred.
2. Minimum of two years clerical and/or related customer service experience.
3. Familiarity with the Arizona education system recommended.

Knowledge of:

1. Computer skills, including proficient operation of Microsoft Office, databases, email, and calendaring systems.
2. Museum and/or school art programs and practices.

Skill and Ability to:

1. Demonstrate a high-level of problem solving skills and diplomacy.
2. Demonstrate enthusiasm, flexibility, and patience.
3. Communicate effectively and present complex ideas in a clear and compelling manner, both verbally and in writing.
4. Work with individuals of diverse backgrounds and/or abilities.
5. Manage and multitask on several assignments and projects and remain highly organized and detail-oriented, with persistent follow-up and an ability to handle shifting priorities with limited supervision.
6. Follow through independently on routine responsibilities.
7. Establish and maintain effective working relationships with internal and external customers, including Museum supporters, visitors, members, volunteers, and staff.
8. Communicate verbally in English and Spanish in an effort to best reflect our diverse communities.
9. Occasionally work some evenings and weekends required as program schedule demands.

Please email cover letter, resume, and salary requirements with job code PAM-ETOA to HR@phxart.org

**** Incomplete applications may not be accepted for review ****

Job Status: Regular, full-time, non-exempt

EOE