

Visitor Experience Associate

Part-Time (20 hours/week), Non-Exempt
Reports to: Visitor Services Coordinator

Pittsburgh Glass Center (PGC) is a nonprofit arts organization dedicated to glassmaking, education, and community engagement. We welcome artists, students, and visitors from around the world and strive to create an inclusive, inspiring environment for all who walk through our doors.

The Visitor Experience Associate is a key member of PGC's front-of-house team and serves as a primary point of contact for visitors, students, artists, and community members. This role is central to creating a welcoming, informed, and positive experience for everyone who enters the building.

The Visitor Experience Associate balances customer service, administrative support, retail assistance, and event coverage in a dynamic, people-centered environment. This position is ideal for someone who enjoys engaging with the public, multitasking, and contributing to a mission-driven arts organization.

Essential Duties and Responsibilities

Visitor Experience & Front Desk Support

- Welcome and assist visitors, students, artists, and guests in person, by phone, and via email
- Process payments for classes, workshops, tours, glass sales, and other PGC offerings
- Serve as a knowledgeable and approachable resource about PGC programs, classes, exhibitions, and facilities
- Greet and check in students for classes and workshops and connect them with instructors or tour guides
- Open and prepare the lobby and gallery spaces for daily public access

Administrative & Systems Support

- Answer incoming phone calls, voicemails, and general inquiry emails and route questions to appropriate staff
- Maintain studio calendars and assist with scheduling and data entry
- Create and manage customer accounts through PGC's database
- Support general office needs and keeping shared areas organized

Retail Support

- Operate the retail checkout system as part of PGC's Shop
- Maintain a clean, organized, and well-stocked lobby and retail area
- Build familiarity with shop inventory, featured artists, and glassmaking processes in order to assist customers effectively

Events & Programs

- Serve as a front-of-house point person for events, including approximately three to four Friday or Saturday evenings per month
- Support smooth event flow by welcoming guests and assisting with basic logistics

Additional Responsibilities

- Complete end-of-day reports and routine data entry
- Assist with workshop item pickup organization
- Perform other related duties as assigned to support daily operations

Knowledge, Skills and Abilities

- Strong organizational, time-management, and interpersonal skills
- Ability to multitask, work at a fast pace, and manage frequent interruptions
- Excellent customer service skills and a friendly, professional demeanor
- Comfort with technology, including Office 365, Google Workspace, spreadsheets, and database systems (training provided)
- Attention to detail, reliability, and clear communication
- Flexibility and a collaborative, team-oriented approach

Education/Experience Requirements

- Previous customer service experience preferred; experience in arts, culture, or nonprofit settings is a plus
- Experience with conflict resolution helpful
- Ability to work collaboratively with multiple team members and communicate effectively

Not sure you meet all our expectations? Don't think of this job description as a mandatory, comprehensive list. If you believe that you could excel in this role, we encourage you to apply. Whether you're new to arts and culture administration, returning to work after a gap in employment, or simply looking to transition, we would love to hear from you. Use your cover letter to tell us about your interest in the arts and what you could bring to this role.

Physical Demands

The physical demands described here are representative of those required to successfully perform the essential functions of this role. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions. The work environment is typical of a front desk and office setting.

Salary & Benefits

- \$17/hour, part-time (20 hours/week)
- Paid vacation and sick time
- Complimentary classes at PGC
- Employer-matched SIMPLE IRA after one year of employment
- Non-exempt position; eligible for overtime (though hours are not expected to exceed 20 per week)

Commitment to Diversity, Equity, & Inclusion

PGC is an Equal Opportunity Employer and is dedicated to the goal of building a culturally diverse staff that is committed to teaching and working in a multicultural environment. PGC does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, scholarship programs, and other PGC-administered programs and activities. All of our employees' points of view are key to our success, and inclusion is everyone's responsibility.

GLASS IS LIFE!

Join our community at
Pittsburgh Glass Center



Reasonable Accommodations

Pittsburgh Glass Center is committed to accessibility, diversity, equity, and inclusion in all aspects of the hiring process. If you have a disability and would like to request a reasonable accommodation, or have feedback for how Pittsburgh Glass Center can make our hiring process more accessible for neurodivergent people, people with disabilities, and diverse communities, please contact Heather McElwee at heather@pittsburghglasscenter.org.

To Apply

Please submit a resume and an introductory email paragraph describing your interest and relevant experience to jobsearch@pittsburghglasscenter.org with the subject line: "Visitor Experience Associate Application." Applications will be reviewed on a rolling basis until the position is filled.

We **teach** it. We **create** it. We **promote** it. We **support** those who make it.