

Visitor Experience Associate

Seasonal Part-Time (October 17–December 24, 2026), non-exempt.

Regular availability on Saturdays and Sundays is required.

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.

This is a part-time weekend position, with a regular schedule that includes Saturdays and Sundays. Hours may vary based on programming, events, and organization needs.

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 (10 hours/week)
- Up to \$250 in class credit
- Non-exempt position; eligible for overtime (though hours are not expected to exceed 10 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.

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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.

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Scan the
code to explore
opportunities
at PGC now



Pittsburgh is the perfect place to live, work, and create.

There are so many reasons why:

- *Pittsburgh Glass Center, a state-of-the-art public access glass art facility*
- *Vibrant, growing, and diverse glass community*
- *Opportunities to work in glass*
 - *Residency, exhibition, and retail opportunities*
 - *Affordable and fun city living*

State-of-the-art studios

Pittsburgh Glass Center (PGC) is internationally recognized as one of the United States' premier glass facilities. Artists from around the world continue to recognize PGC as one of the best facilities for glass artists at any level. They say that the equipment is top notch and the support and welcoming attitude is second to none.

PGC recently updated and doubled the size of the flame, kiln, and cold shops, added a second professional hot shop, a neon and plasma shop, and a fabrication lab with digital design technology such as a 3D printer, waterjet cutter, laser cutter, and CNC machinery. The studio is public access and available for anyone to rent and create.

Vibrant growing glass community

PGC opened in 2001 and has been growing ever since. Over 60 glass artists have moved to Pittsburgh to live and make their art at Pittsburgh Glass Center or in their own studios. They join our local professional and aspiring glass artists. Together they make up a vibrant community of glass artists, many of whom make a living by selling their art and use PGC as their home studio.

Living in Pittsburgh, Pennsylvania

Also known as the "The City of Bridges," Pittsburgh is a great place to live and is often recognized as one of the most livable cities in the U.S. The median price for a single-family home in the Pittsburgh area is 42.3% less than the national average, while rent is 36.5% lower—meaning that your money goes further here than in other big cities, like New York, Boston and Seattle. Pittsburgh lies within 500 miles of more than half the U.S. population and less than a 90-minute flight from half of North America's population. Driving time to Toledo is 3.5 hours, 2 hours to Cleveland, 4 hours to Detroit, 4.5 hours to DC, and 6 hours to NYC.

The City is home to over 100 museums and a thriving, collaborative arts community that includes iconic organizations like the Carnegie Museum of Art and the Andy Warhol Museum. In Pittsburgh, you can have a life you love at work and outside of it, whether that means biking to the studio, enjoying our many breweries or restaurants with award-winning chefs or relaxing on or near our three signature rivers.

Learn more about our region at www.visitpittsburgh.com and www.pittsburghregion.org/living.



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Opportunities to work in glass

PGC has expanded to meet the increasing demand for glass art instruction and creation. Now that we have increased capacity, we need more instructors. Pittsburgh Glass Center is looking for glassmakers of all types to work as instructors and assistants.

PGC offers a variety of classes from 20-minute quick experiences to 2-hour workshops and extended classes for all skill levels from beginner to expert. We partner with local colleges, universities, and public and private schools to offer classes for credit and after school youth programming. We educate nearly 60,000 individuals annually which is why we need your expertise.



Instructors have the most hands-on interaction with the guests, helping them make each piece of art while communicating the process and facilitating a fun atmosphere. The assistants bring bits, put work in the annealers, answer questions, and, in general, help make sure the class runs smoothly. We pride ourselves on offering fair compensation for our instructors and assistants, as well as offering many training opportunities for our glassmakers.

PART TIME TEACHING ASSISTANT (TA) *This position guarantees a specific number of hours per week (typically 10) to assist in workshops and Make-It-Now events. The goal of this position is to progress to an instructor position. Training happens regularly to help with this progression. This position also receives priority scheduling in the hot shop to use compensation hours.*

PART TIME INSTRUCTOR *This position guarantees a specific number of hours per week (typically 20) to instruct and work with the public making objects in workshops and Make-It-Now events. This position receives priority scheduling in the hot shop to use compensation hours. This position starts off seasonal with the potential of becoming a year-round permanent position.*

INDEPENDENT CONTRACTOR *These teaching artists can pick and choose the events they want to work at PGC in any of the studios. This is great for people looking for extra flexibility in their schedule. PGC offers ample opportunities for this position in many roles and it can easily complement any of the other positions to create more working hours if desired. Each instructor and TA must be approved by the studio manager. PGC offers comparable pay for instructors and TAs to other glass studios around the country.*

TECH APPRENTICE *The Technical Apprenticeship (typically 32 hours/week) is an educational work opportunity designed for students who have completed their undergraduate study in glass art (or who have similar experience but have not completed a four-year degree program) and are looking to gain professional studio experience in a state-of-the-art, public-access studio. Unlimited access to all of the studios (when not in use), housing, and a living stipend are all part of the compensation package. Many of PGC's tech apprentices stay in Pittsburgh and continue to work with glass. You can also find graduates of the program at respected glass institutions around the country or running their own successful studios.*



Visit www.pittsburghglasscenter.org/careers or scan the code to learn about these work opportunities and more!