

# AMERICAN MUSEUM OF WESTERN ART

THE ANSCHUTZ COLLECTION

## Guest Services and Social Media Internship

The American Museum of Western Art—The Anschutz Collection is looking for a Guest Services and Social Media Intern to help with day-to-day visitor operations and social media.

### Summary of Responsibilities:

Guest services will be the primary role of this internship. Front-end guest service responsibilities include working with the security team to greet guests when they enter, process ticket and book sales, check bags and coats, explain Museum rules and layout, and show visitors how to use audio guides as needed. Back-end responsibilities require compiling guest lists from online sales, keeping record of on-site sales, and completing daily settlement reports of both online and on-site sales. Other duties will be addressed as an extension of these or as assigned.

The second priority of this position is managing the Museum's social media. This currently requires writing posts and scheduling on the Outlook calendar when to post them to the Museum's Facebook page, recording when they are posted, and responding to guest comments when appropriate. Currently most of the posts written up refer to artists' birthdays or historic events, but intern is encouraged to think of other museum-related topics to write about.

### Skills:

- Comfort interacting with museum guests: giving directions and answering questions in person and over the phone.
- Experience processing credit card sales.
- Experience with Microsoft Excel, Outlook, Word and social media outlets.

### Availability:

Starting immediately

Mondays and Wednesdays 8:30am to 5:00pm

### Application Deadline: February 26

Please note this is an unpaid internship. If you are interested please complete the attached Volunteer Application Form and email to [Info@AnschutzCollection.org](mailto:Info@AnschutzCollection.org)