**Job Opportunity: Visitor Services and Events Manager**

The Contemporary Art Museum St. Louis seeks a highly motivated Visitor Services and Events Manager to oversee front-of-house operations, including staffing, shop, facility rental program, bar, and museum events. The Visitor Services and Events Manager strives to provide an excellent experience for all Museum visitors while ensuring the safety of the artwork. Reporting to the Director of External Affairs, the Manager leads a team of six to ten Visitor Service Associates, and is responsible for earned income and repeat attendance goals. This person is often the first CAM staff member with whom a visitor interacts, and must be able to communicate knowledgeably and enthusiastically about exhibitions, events, and other Museum activities.

This is a full-time position with a competitive salary and benefits package. Typical schedule is Tuesday–Saturday, 9:00 am–5:30 pm. Some evening and additional weekend hours are required.

**Responsibilities**

**Visitor Services**
- Provide exceptional customer service to visitors and lead by example to create an environment that is welcoming, engaging, and informative
- Supervise and maintain a roster of six to ten part-time Visitor Service Associates (VSAs) and security staff
- Train VSAs and volunteers on front desk, gallery, and shop procedures
- Schedule VSAs and security according to exhibition and event needs
- Work with the Curatorial department to learn exhibition opening and closing procedures and handle incident reports
- Collaborate with the Learning and Engagement department to train VSAs to lead spotlight tours, update and maintain the Children’s Play Space and Library, and support programs
- Respond to tour requests—schedule Museum Educator and other staff; occasionally lead tours
- Track, analyze, and report on attendance data and audience surveys
- Coordinate with the Development department to promote Museum membership
- Oversee public areas in the Museum to ensure cleanliness, safety, and security
- Manage Visitor Services budget; order front-of-house supplies and equipment
- Continually evaluate and enhance Visitor Services systems and procedures
- Support operations for the café

**Events**
- Serve as primary point of contact for event rentals, including weddings, seated dinners, fundraisers, cocktail receptions, fashion shows, corporate parties, and meetings
- Respond to event rental inquiries, provide tours to prospective clients, create rental agreements, advise on floor plans, approve vendors, and field questions
- Demonstrate sound judgment when booking events to prioritize security of the artwork and public access during regular museum hours
- Work with all departments, primarily Learning and Engagement and Development, to advise on logistics for Museum programs and events
- Schedule event staffing with care taken to protect artwork
- Manage preferred vendor list
- Train VSAs to set up sound system and projection equipment
Maintain facility rentals calendar and event files
Provide on-site event management as needed
Manage rentals budget to meet net income goals
Work with Director of Finance and Administration to ensure invoices are paid and security deposits are returned
Coordinate with Development to process complimentary memberships for rental clients

Shop
Monitor the visual appeal of CAM’s shop and connectedness to Museum’s brand and exhibitions
Work with the Director of External Affairs to merchandise and order inventory
Consult with Curatorial on exhibition-related products; coordinate artist-designed projects
Manage shop budget, orders, invoices, consignment agreements, monthly reporting, and annual inventory
Build relationships with local artists and vendors; organize retail pop-ups
Update products on website (WooCommerce) and fulfill online orders
Run promotions on-site and online
Manage CAM’s shop Instagram account (@camstlshop)

Bar
Hire bartenders for museum and private events; manage roster and communicate expectations
Maintain bar inventory, including beer, wine, spirits, mixers, and supplies, for programs and events
Communicate bar packages to rental clients and make special orders
Process receipts and bartender timesheets
Collaborate with Café Manager on café/bar transition for events and with Facilities Coordinator on equipment upkeep
Work with Director of External Affairs to consult with bar specialists as needed

Qualifications
Bachelor’s degree and experience in museum, nonprofit, or arts management required
Minimum of three years supervisory experience in relevant setting (including retail, hospitality, and entertainment)
Event management experience preferred
Strong knowledge of and/or interest in contemporary art
Excellent communication and interpersonal skills
Self-starter with the ability to stay organized and calm under pressure
Demonstrated ability to motivate and manage a team
Strong understanding of retail and customer service management
Comfortable with technology
Commitment to diversity, accessibility, equity, and inclusion
Willingness to be a hands-on leader, working alongside staff to create a welcoming visitor experience and ensure the success of museum programs and events
Eager to learn and collaborate in a fast-paced, dynamic environment, with a full-time staff of 17
Flexible schedule to accommodate events

How to apply: Please submit cover letter and resume to work@camstl.org with the subject line “Visitor Services and Events Manager.”
About the Contemporary Art Museum St. Louis

The Contemporary Art Museum St. Louis works to enrich lives and inspire curiosity, creativity, and learning through experiences with contemporary art. Focused on a dynamic array of changing exhibitions, the Museum reflects and contributes to the global cultural landscape while engaging thousands of visitors through a wide array of public programs. CAM nurtures the creative minds of our city’s youth through free, in-depth art education, making a long-lasting impact on the community. We are a site for discovery, a welcoming space, free and open to all.

CAM is an equal opportunity employer and does not discriminate on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, disability, age, family responsibilities, national origin, or veteran status. We value a diverse workforce and an inclusive culture.