

# Nasher Sculpture Center

## Visitor Experiences Facilitator

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**Application Instructions:** Please submit a cover letter and resume to [HR@nashersculpturecenter.org](mailto:HR@nashersculpturecenter.org) with the subject line including your name and “**Visitor Experiences Facilitator application**”

### Position Summary

The Visitor Experience Facilitator (VEF) serves as a public-facing representative of the Nasher Sculpture Center, helping create a welcoming, informed, and engaging experience for all visitors. Working across the admissions desk, galleries, and garden, the VEF provides comprehensive visitor support ranging from wayfinding, ticketing, and general guest services to responding to questions about the museum’s collection, exhibitions, architecture, and programs. VEFs offer visitor tours as needed and may be called upon to present scheduled gallery tours for adult audiences. Through approachable and knowledgeable interaction, the VEF fosters meaningful connections between visitors and the museum while supporting a safe, accessible, and smoothly operating environment.

The Visitor Experiences Facilitator will report to the Manager of Visitor Experiences, under the Department of Learning and Engagement.

### About Nasher Sculpture Center

Located in the Dallas Arts District, Nasher Sculpture Center is a nonprofit, community-supported museum whose mission is to be an international focal point and catalyst for the study, installation, conservation, and appreciation of modern and contemporary sculpture. Since 2003, more than 2 million people have visited the Nasher’s galleries and garden.

The Nasher Learning and Engagement Department strives to engage diverse audiences and elevate diverse perspectives through innovative programs, meaningful visitor experiences, and interpretive resources that connect people with the Nasher Collection, special exhibitions, and significant ideas within modern and contemporary sculpture.

### Primary Responsibilities

- Serves as a welcoming and knowledgeable public-facing representative of the Nasher Sculpture Center, providing comprehensive guest support across admissions, galleries, garden spaces, and public programs.

- Acts as a museum concierge by assisting visitors with wayfinding, ticketing, membership inquiries, accessibility resources, exhibition information, and general visitor needs to foster positive and lasting guest relationships.
- Provides accurate and engaging information about the museum's collection, exhibitions, architecture, programs, and the Dallas Arts District through approachable, visitor-centered interaction.
- Maintains an active presence in gallery and public spaces to support visitor engagement, respond to questions, monitor visitor safety, and help ensure the protection of artwork and museum property.
- Supports daily museum operations by opening and closing galleries and garden spaces and ensuring visitor-facing areas are organized, welcoming, and operationally ready.
- Maintains cleanliness and organization of visitor support spaces, including the Corner Lounge, sensory/quiet room, coat check area, and related public amenities.
- Processes admissions transactions, public program ticket sales, memberships, renewals, and select retail sales using museum point-of-sale and ticketing systems.
- Supports membership growth and retention efforts by promoting membership opportunities and providing responsive service to current and prospective members.
- Answers and directs front desk phone calls and visitor inquiries in a professional, courteous, and solution-oriented manner.
- Coordinates with Security staff and other departments throughout the day to support visitor safety, operational communication, and event readiness.
- Assists with preparation and support for daily programs, school visits, evening events, and special museum activities as assigned.
- Offers tours or gallery conversations to visitors of all ages when requested, and presents scheduled gallery tours when assigned by Manager of Visitor Experiences.
- Develops and maintains knowledge of current exhibitions, modern and contemporary art, museum history, accessibility resources, and institutional policies to support meaningful visitor engagement.
- Participates in regular staff meetings, trainings, and professional development related to visitor service standards, exhibitions, accessibility, security procedures, and institutional operations.
- Performs additional duties as assigned in support of visitor experience operations and departmental goals.

### **Qualifications & Skills**

- Bachelor of Arts degree preferred, with concentration in art history, studio art, conservation, art education, museum studies, or a related field; equivalent professional or lived experience will also be considered.
- Experience working or volunteering in a museum, cultural institution, nonprofit, or other public-facing environment preferred.
- Demonstrated interest in the arts, museums, and visitor engagement, with curiosity about modern and contemporary art and public-facing cultural work.

- Knowledge of 20th-century and contemporary art a plus.
- Strong interpersonal, communication, and customer service skills, with the ability to engage professionally and warmly with diverse audiences and visitors.
- Commitment to delivering high standards of hospitality, accessibility, and visitor-centered service in a fast-paced public environment.
- Experience with or ability to learn point-of-sale systems, databases, ticketing platforms, and Microsoft Office 365 applications; familiarity with systems such as Salesforce, Shopify, Blackbaud Altru, or related platforms is a plus.
- Organized and adaptable with attention to detail and problem-solving abilities.
- Familiarity with or willingness to participate in Diversity, Equity, Accessibility, and Inclusion (DEAI) training and visitor engagement best practices preferred.
- Ability to work a flexible schedule, including evenings, weekends, holidays, and special events as needed.
- Ability to perform the physical requirements of the position, including extended periods of standing and walking in gallery spaces and occasional lifting or movement of materials related to programs or events; reasonable accommodations are available.
- Fluency in English required; proficiency in Spanish, ASL, or additional languages is considered a plus.

### **Key Attributes**

- Warm, welcoming, and service-oriented professional who creates positive, memorable experiences for visitors through genuine engagement and hospitality.
- Strong interpersonal skills with the ability to connect comfortably and authentically with visitors of diverse backgrounds, ages, interests, and access needs.
- Engaging communicator who can connect with a wide variety of visitors, helping facilitate meaningful experiences with the museum's collection, exhibitions, and programs while representing the museum with professionalism and care.
- Collaborative colleague who contributes positively to team culture and supports shared departmental goals.
- Curious learner with an interest in art, culture, and public engagement, and a willingness to continually expand knowledge of exhibitions, programs, and museum practices.
- Attentive and observant professional who balances visitor engagement with awareness of gallery safety, accessibility, and operational needs.

**Compensation:** Compensation for this position is set at \$21 per hour for up to 20 hours per week.

**Priority deadline for application is 7/4/2026.** A background check will be conducted prior to hiring.

The Nasher Sculpture Center is an equal opportunity employer and does not discriminate in the hiring of personnel on the basis of race, color, religion, national or ethnic origin, age, sexual

orientation, gender identity, marital status, protected veteran status, disability status, or any other characteristic protected by law.