Samuel P. Harn Museum of Art
Intern Project Description Form

Staff contact name:  Laura Moore, Visitor Services Manager

Department:  Visitor Services

Title of Internship:  Visitor Services Management

Brief Description of Internship:  The intern will work with the Visitor Services Manager to enhance and strengthen customer satisfaction while visiting the Harn Museum.

ONGOING Intern Project – offered every term

Hours per week:  10 (not more than 10 hours)

Specific Duties:  This intern, while at the front desk, will greet visitors, answer phones, accept packages, and facilitate smooth communication between staff and external customers. They will be responsible for providing local area information and specific museum information covering museum etiquette. She/he will oversee detailed operations and maintain accurate records. This intern also will help with the development and organization of the Gallery Guide program, in terms of training, recruitment, scheduling and gathering feedback on visitor interactions.

Qualifications needed:
- Available 10 hrs/wk during museum open hours:
  o Tuesday – Friday 11 am – 5 pm
  o Saturday 10 am – 5 pm
  o Sunday 1 pm – 5 pm
- Excellent communication (both verbal and written) skills
- Computer skills
- Familiarity with customer service, HR or business practices helpful
- Highly motivated and organized individual
- Professional, friendly demeanor

Learning Objectives for intern:
- Gain professional experience in the customer/visitor services and human resources area
- Increase understanding of human resources and employee/employer relationships in a professional setting
- Increase understanding of service provider/customer relationships in a real-life, professional setting
- Develop professional interpersonal and organizational skills

Revised 1/15/2015