



Katonah Museum of Art

February 2026

Guest Services Supervisor

Full time; non-exempt

Salary: \$40-\$43K

Summary:

The Katonah Museum of Art (KMA) seeks a Guest Services Supervisor. This position plays an important role in advancing the KMA's mission to create a more empathetic society through the transformative power of art. Working with colleagues from across the Museum, the Supervisor is responsible for supervising the Museum's Guest Services programs and staff. They will also help to coordinate and run Museum-wide events and to provide general administrative support for senior Museum staff.

Duties & Responsibilities:

Guest Services

- Help to create a visitor-centered environment by welcoming Trustees and Emeriti, Members, and the general public to the KMA. The Supervisor introduces visitors to current exhibitions and to The Pollack Family Learning Center, sells admission tickets, promotes the Museum's Membership program, and sells Memberships.
- Work with the Deputy Director to hire and train Guest Services staff to ensure that staff are trained and ready to provide a safe and welcoming environment for visitors.
- Schedule GSAs for all shifts and ensure that the Museum has adequate coverage.
- Stay informed about upcoming KMA events and exhibitions and share this information with the GSAs.
- Ensure security and public safety for Museum visitors.
- Oversee the operation of the front of house areas including admissions, membership, printed collateral materials, and merchandise sales. Reconcile cash transactions.
- Create daily reports that track admission, event attendance, retail and sales, and other daily Museum activity.
- Perform daily building inspections of the Museum's public areas and exhibition spaces and share information with appropriate staff members. Help to make sure that all public areas are safe and clean. This may include tidying up bathrooms, shoveling snow in the front sidewalk and back steps, and similar tasks.
- Introduce families to The Pollack Family Learning Center and to specific art projects and restock art supplies as necessary.
- Manage retail operations, including ordering and maintaining inventory and selling and shipping catalogues and other retail items.
- In coordination with the Development team, update and maintain the SimpleTix ticket platform and other point of sale platforms as necessary.

Scheduling and Administration

- Work with Deputy Director to help with general administrative tasks including but not limited to: ordering supplies, organizing Museum-wide mailings, etc.
- Manage the Museum's phone system. Manage general line messaging for phone system and monitor voice messages.
- Work with Marketing staff to upload calendar listings to online calendars.
- Work closely with the Education team to schedule school and adult/senior/private tours and oversee the docent scheduling process. The Supervisor should be familiar with the content of exhibitions in order to share information with schools.
- Help to organize birthday parties.
- Attend docent training sessions.
- Work with Development team to schedule events.
- Work with Deputy Director to manage weather-related building closures.

Events

- Assist with the set up and execution of after-hours events, including setting up tables and chairs and Audio Visual equipment.
- Move, carry, or lift boxes, furniture, or other equipment weighing up to 25 pounds.
- Maintain an inventory of A/V equipment and a binder with instructions.
- Create and review the run-of-show with the event organizer.
- Following the event, ensure that trash is taken out, event materials removed, and public space is clean and arranged for regular operations.
- Perform any other duties reasonably related to the functions described above.

Qualifications:

- Proficiency with Word, Excel, Outlook, and database input.
- Experience with point-of-sale software, such as Square and Simpletix is desirable.
- Experience with Audio Visual equipment is a plus.
- Excellent written and verbal communication skills and ability to multitask.
- An enthusiastic attitude and ability to work collaboratively across departments with a small team.
- An undergraduate degree or equivalent experience and five+ years of professional experience working at museums, galleries, or non-profit art spaces.

To Apply:

Interested candidates should submit a Cover Letter and CV to jobs@katonahmuseum.org. Please include "Visitor Services Supervisor" and your last name in the subject line and indicate how you heard about this position.

Compensation and Employment Benefits:

This is a full-time, non-exempt position. This position is in-person with Tuesday through Saturday hours. For full-time positions, the Museum offers a comprehensive roster of benefits including medical and dental insurance, a retirement plan, paid holiday and vacation time, among other benefits.

The Katonah Museum of Art is an equal opportunity employer and considers all candidates for employment regardless of race, color, gender, age, national origin, creed, disability, marital status, sexual orientation, or political affiliation. Applications from BIPOC, persons with disabilities, women, LGBTQ+, and other underrepresented applicants are encouraged to apply.

About The Katonah Museum of Art:

Established in 1954, the Katonah Museum of Art is a non-collecting institution accredited by the American Alliance of Museums. Dedicated to the promotion and understanding of visual art and cultural heritage through exhibitions and education programs, the KMA is committed to presenting exceptional art from across cultures and time periods, pre-modern to contemporary. The KMA mounts three to four exhibitions annually, covering a broad range of art and humanities while responding to the most critical issues of our time through a bold and vigorous lens. The institution offers lectures, films, workshops, concerts, and other events for a general audience; and presents innovative and substantive programs for over 100 member schools. The KMA Learning Center is the one of the only interactive spaces in Westchester County where children can come on a daily basis to explore and create art. Designed by eminent Modernist architect Edward Larrabee Barnes, the intimate museum building is nestled in the surrounding landscape, inviting light and natural beauty to its atrium and galleries. The Katonah Museum of Art serves as a welcoming and anchoring cultural institution within its local community, for all ages and backgrounds, as well as for frequent visitors from New York City, Westchester County, and the Tri-State Area.