

Job Description

Title: Visitor Services Associate

Department: Operations

Position Reports to: Visitor Services Manager

Date Revised: June 2017

I. General Summary

The Visitor Services Associate position serves as the initial contact for the public in the galleries and Center for Creativity by providing professional and informed guest reception, gallery security and maintenance. Responsible for assisting in the operations of The Store. Responsible for assisting in guest services and opening/closing responsibilities.

II. Principle Duties and Responsibilities

- Be a friendly, warm and approachable presence as visitors enter and exit the Museum, galleries and Center for Creativity.
 - Provide knowledgeable assistance to visitors seeking information about the Museum or its programs and events.
 - Provides general information about museum, exhibits and the community.
 - Relays accurate information about planned programs/events.
 - Assist in guest services as needed to include admission, memberships and public programs.
 - Inform gallery visitors about Museum policies regarding bags, pens and photography.
 - Assists with sales in the Museum store.
 - Maintain daily condition reports.
 - Maintain a clean and organized galleries, C4C desks and Art Lounge. Schedule “heavy” cleaning with maintenance staff.
 - Assist in completing opening and closing procedures in a timely and efficient manner.
 - Report and resolve visitor inquiries and concerns.
 - Attendance is required for all scheduled shifts on a regular basis.
 - Perform other duties as assigned.
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III. Background

Supervision - The position does not include any supervisory responsibilities.

Confidentiality - This position requires high ethical standards, integrity, and discretion in dealing with staff and the financial information of The Store’s operations. There will always be information that is sensitive to donors and members regarding their relationship with the museum.

Mental Application -The work performed in this position is governed by established policies and procedures. The individual will show initiative to the work and make sure all assigned tasks are completed in a professional and timely manner

Responsibilities - The position requires organization and thoroughness in project and time management. A commitment to excellent customer service is essential.

Contacts - Internal - museum staff, management and volunteers. External- vendors, members and the general public.

Magnitude and Scope - All directives and expenditures require approval of immediate supervisor.

IV. Conditions of Employment

Working Conditions - The position requirements can be performed in normal office conditions. Dress attire is business casual.

The position is performed in the Plains Art Museum building which is a non-smoking facility.

Equipment Operations -- This position requires working knowledge of computers, printer, calculator, telephone, fax machine, photocopier, and other office equipment.

Background Check— Employment is conditional upon a successful review of a criminal background check.

V. Specifications

Education - The position requires a minimum of a high school education. Must be able to effectively communicate with staff and the public. Must possess knowledge/interest in visual arts and be comfortable interacting with a broad spectrum of people.

Experience - Must possess a demonstrated ability to communicate with guests and staff (telephone and in person), as well as provide a high level of security in a manner reflecting a commitment to customer service and excellence

Abilities - Must have the ability to speak, read, write and understand the English language in order to facilitate communication. Must have ability to understand written and verbal instructions, communicate, and organize work with museum personnel, volunteers, and the general public. Must be able to work independently as well as part of a team. Must be able to perform multiple tasks concurrently.

VI. Essential Job Functions

Must be able to balance, bend, climb, crouch, reach, twist, stand and sit. Must be able to sit at a desk for extended periods of time and have the finger dexterity to operate office equipment as necessary. Must be able to lift/move up to 20 pounds. Must exhibit mobility to visit various departments of the museum in order to keep up with the daily demands of the position.

(Print Name Clearly)

Employee Printed Name: _____

Employee Signature: _____ **Date:** _____