



Date Created: January 2024

Position: Visitor Services Associate / Part - Time

Reports To: Visitor Services Manager

FLSA Status: Non-Exempt

The Visitor Services Associate is responsible for providing friendly and effective service to patrons of the Laguna Art Museum. As the first contact with our audiences, the VS Associate is key in assuring an excellent museum experience for all visitors.

Responsibilities and duties of the position include:

- Represent the museum in a professional, positive, and helpful manner.
- Answer incoming phone calls and direct them to the proper department.
- Assist visitors and answer questions they may have.
- Maintain current information about museum exhibitions and events.
- Enforce rules of conduct in the museum galleries.
- Ensure security and safety procedures and protocols are followed.
- Maintain knowledge of membership program and promote membership program to every visitor.
- Responsible for admission desk duties that include everything from opening to closing museum:
 - Register visitors in Altru point of sale system.
 - Collect admission and other payments.
 - Create daily financial reports for the Accounting Clerk.
- Be familiar with facility rental policies and manage initial inquiries.
- Maintain a clean and neat work environment.
- Assist customers in the museum store.
- Have knowledge of store policies and artist information.
- Ensure that visitors have a pleasant check-in experience and answer any questions they may have.
- Assist general staff with duties as assigned:
 - Event set-up and breakdown.
 - Wash and store dry glassware.
 - Occasional art-activity prep work.
- Other duties as assigned.

Requirements for the position include:

- Strong interpersonal and communication skills.
- Friendly presence and welcoming demeanor.
- Ability to interact successfully with diverse audiences.
- Strong organizational skills and attention to detail.
- Experience with handling cash and using POS system.
- High School Diploma required. Art or art history classes and/or an interest in visual arts strongly preferred.
- Ability to work independently and as a team player.
- Must be able to work at least 3 days a week including weekends, holidays, and special events as necessary.

Language Skills

Must be a good communicator. Must have the ability to read, write, and speak English. Must be able to read and interpret documents. Fluency in other languages in addition to English are preferred, but not required.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.



Physical Demands

Move equipment that weighs a minimum of 20 lbs. While performing the duties of this job, the employee is regularly required to stand, walk, and climb; use hands to finger, handle or feel; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, and color vision.

Work Environment

This is a steady-paced work environment with several fast-paced events throughout the year. Most work is indoors either at a desk or in a sitting/standing security role. Must be flexible with schedule changes, assignments, work locations and requirements. The noise level is moderate.

This is an hourly, non-exempt position. Compensation is \$16.00-\$18.00 per hour.

Interested candidates may email their resumes & weekly availability to Daniel Stachowski (he/him), Visitor Services Manager, at dstachowski@lagunaartmuseum.org.