

## JOB INFORMATION

|                                                          |                                       |
|----------------------------------------------------------|---------------------------------------|
| Job Code                                                 | AB28                                  |
| Job Description Title                                    | Assoc, Visitor Services               |
| Pay Grade                                                | LM03                                  |
| Range Minimum                                            | \$33,150                              |
| 33rd %                                                   | \$37,020                              |
| Range Midpoint                                           | \$38,950                              |
| 67th %                                                   | \$40,880                              |
| Range Maximum                                            | \$44,750                              |
| Exemption Status                                         | Non-Exempt                            |
| Organizational use restricted to the following divisions | 114 AVP, Administrative Effectiveness |
| Approved Date:                                           | 4/2/2024 11:51:45 AM                  |

## JOB FAMILY AND FUNCTION

|               |                               |
|---------------|-------------------------------|
| Job Family:   | Libraries, Archives & Museums |
| Job Function: | Museum Operations             |

## JOB SUMMARY

Reporting to the Visitor Services and Museum Store Manager at the Jule Collins Smith Museum of Fine Art, the Assoc, Visitor Services supports an informative on-site experience, operation of the "front of house" visitor amenities, and development of pre-and post-visit communications. Collaborates on high-optics external relations toward the museum's vision of a highly creative, outward-facing, visitor-centered institution in service to the university, the region, and the nation that welcomes everyone to explore, experience, and engage with the visual arts. Collaborates with colleagues across the museum to align with the museum mission to reach and exceed institutional goals.

## RESPONSIBILITIES

- Supports the management of guest services, including all day-to-day, front-of-house operations, including but not limited to relaying public-facing and programmatic information, in both written and verbal form and facilitating the front desk entrance and exit. Assists in the training and scheduling of staff, students, and volunteers. Assists with administrative responsibilities such as promotional communications and postings, ticketing, lead generation fulfillment, donor engagement fulfillment, payment processing, customer service, best practices implementation and university-required finance, reporting, and cash management.
- Collaborates closely with all other museum units in serving the public, including tour and engagement programming, donor stewardship, financial reporting and equipment maintenance, safety and security, parking, housekeeping, and other related matters. Supports and assists with museum-wide evaluation programs, distributing surveys around visitor experience, exhibitions, and engagement. Collects visitor data, including but not limited to, how the visitor learned about the museum and the program, frequency of visitation, and visitor demographics.
- Supports Museum Store operations, assisting customers with sales transactions, inventory, store display, and other related responsibilities. Helps with inventory control, including receiving, returns, annual physical inventory, maintenance of adequate stock and maintenance of inventory records. Supports the daily operations of the sales floor, including acting as a cashier and training, monitoring, and scheduling other sales floor staff.
- Supports the management of the contract café operator to ensure excellent customer service and alignment with the museum mission and brand, and that as a visitor amenity, it presents fresh, vibrant, and artful dining and beverage experiences. In collaboration with the Operations unit of the museum, ensures excellent maintenance of café equipment, custodial services, and other related matters.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor.

Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

## SUPERVISORY RESPONSIBILITIES

|                            |                                                                                                                                       |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Supervisory Responsibility | May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees. |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------|

## MINIMUM QUALIFICATIONS

**To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.**

## MINIMUM EDUCATION & EXPERIENCE

| Education Level            | Focus of Education                                                                                                           |     | Years of Experience | Focus of Experience                                                                                                                         |    |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------|-----|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----|
| High School Diploma or GED | Diploma or equivalent.                                                                                                       | and | 3 years of          | Patron Services, Hospitality, Public Relations, Event Management, Retail/Food & Beverage; Experience in a cultural arts setting is desired. | Or |
| Bachelor's Degree          | Business, Marketing, Communications, Public Relations, Event Planning, Hospitality Management, or relevant field is desired. | and | 1 year of           | Patron Services, Hospitality, Public Relations, Event Management, Retail/Food & Beverage; Experience in a cultural arts setting is desired. |    |

## MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of public relations, hospitality/retail, business, event management, arts administration, education or other related fields, along with an understanding of and passion for culture and arts.

Knowledge of patron and guest services.

Strong problem-solving, conflict resolution, and interpersonal skills; ability to work well and collaborate effectively with and/or manage a wide range of diverse audiences including colleagues, staff, funders, sponsors, and other constituencies.

Excellent verbal and written communication skills.

Strong time-management skills; comfortable with frequent interactions with individuals including donors/VIPs, faculty, and other colleagues and professionals; works well under pressure.

## MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications                        | Licenses/Certification Details                                      | Time Frame      | Required/Desired |     |
|------------------------------------------------|---------------------------------------------------------------------|-----------------|------------------|-----|
| DL NUMBER - Driver License, Valid and in State |                                                                     | Upon Hire       | Required         | And |
| Heartsaver First Aid CPR AED                   | CPR, AED, and First Aid certifications required or must be obtained | within 180 Days | Required         |     |

## PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category: Other

## PHYSICAL DEMANDS

| Physical Demand | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|-----------------|-------|--------|--------------|------------|------------|--------|
| Standing        |       |        |              | X          |            |        |
| Walking         |       |        |              | X          |            |        |

## PHYSICAL DEMANDS

| Physical Demand               | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|-------------------------------|-------|--------|--------------|------------|------------|--------|
| Sitting                       |       |        | X            |            |            |        |
| Lifting                       |       |        |              | X          |            | 25 lbs |
| Climbing                      |       |        |              | X          |            |        |
| Stooping/ Kneeling/ Crouching |       |        |              | X          |            |        |
| Reaching                      |       |        |              | X          |            |        |
| Talking                       |       |        |              |            | X          |        |
| Hearing                       |       |        |              |            | X          |        |
| Repetitive Motions            |       |        |              |            | X          |        |
| Eye/Hand/Foot Coordination    |       |        |              |            | X          |        |

## WORKING ENVIRONMENT

| Working Condition      | Never | Rarely | Occasionally | Frequently | Constantly |
|------------------------|-------|--------|--------------|------------|------------|
| Extreme cold           | X     |        |              |            |            |
| Extreme heat           |       | X      |              |            |            |
| Humidity               | X     |        |              |            |            |
| Wet                    | X     |        |              |            |            |
| Noise                  |       | X      |              |            |            |
| Hazards                |       | X      |              |            |            |
| Temperature Change     | X     |        |              |            |            |
| Atmospheric Conditions | X     |        |              |            |            |
| Vibration              | X     |        |              |            |            |

### Vision Requirements:

Ability to see information in print and/or electronically.