
Auburn University Job Description

Job Title: **Assoc, Visitor Services**

Job Family: No Family

Job Code: **AB28**

Grade LM03 \$29,500 - \$39,800

FLSA status: Non-exempt

Job Summary

Reporting to the Visitor Services and Museum Store Manager at the Jule Collins Smith Museum of Fine Art, the Visitor Services and Museum Store Associate supports the "front of house" visitor amenities including general guest services, the Museum Store, and the Museum Café. Collaborates on high-optics visitor services for guests to the site 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, as well as the contract café operator, to align with the museum mission to reach and exceed institutional goals.

Essential Functions

1. Supports the management of guest services, including all day-to-day, front-of-house operations, including front desk entrance, exit, public engagement, and the Museum Store, and the contract museum café operator, as well as other pertinent vendors to ensure the highest quality visitor experience. Assists in the training and scheduling of staff, students, and volunteers. Assists with administrative responsibilities associated with the CRM, such as visitation, ticketing, donor engagement fulfillment, payment processing, customer service, best practices implementation and university required finance, reporting, and cash management.
2. Collaborates closely with all other museum units to include tour and engagement programming, financial reporting and equipment maintenance, safety and security, parking, housekeeping, and other related matters. Supports and assists with museum-wide evaluation programs, including 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.
3. Supports the management of the Museum Store, assisting customers with sales transactions, inventory, store display, and other related responsibilities, all toward meeting sales goals. 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.
4. 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.
5. Performs other related duties as assigned.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to

Auburn University Job Description

performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



Auburn University Job Description

Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
Education	High School	High School Diploma or equivalent.
Experience (yrs.)	3	Experience in retail or patron services. Experience in a cultural arts setting is desired.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

Indicated experience is required; no substitutions allowed.

Minimum Required Knowledge

Knowledge of business, retail, and event management, merchandising, arts administration and 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.

Certification or Licensure Requirements

Valid Driver's License; CPR, AED, and First Aid certifications required or must be obtained within the first 180 days of employment.

Physical Requirements/ADA

Regularly involves lifting, bending or other physical exertion. Often exposed to one or more elements such as heat, cold, noise, dust, dirt, chemicals, etc., with one often to the point of being objectionable. Injuries may require professional treatment.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, talking, hearing, handling objects with hands, and lifting up to 10 pounds.

Job occasionally requires sitting, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 11/10/2022
