

Job Description: Visitor Experience Associate

Supervised by:	Visitor Experience Manager
Reports to:	Visitor Experience Manager
FLSA Status:	Part time, Non-Exempt
Hours:	6-30 hours per week on average, will vary based on need. No guarantee of minimum hours.
Compensation:	\$16.85 per hour
Start Date:	Spring/Summer 2024, exact date to be discussed

How this role impacts the Timken Museum of Art:

The Visitor Experience Associate will support the day-to-day operations of the Museum at the Museum's Front Desk and in the Museum Store.

Visitor Experience Associates help create a museum experience that is welcoming, accessible, and memorable. As ambassadors of the Timken's high standards of hospitality, they are knowledgeable and passionate about the Timken's mission, collection and exhibitions, programs, and events. Duties include actively welcoming visitors and providing pertinent information / resources, as well as selling memberships and merchandise from the Museum Store.

The Visitor Experience Associate is an important role within the Operations Department. While being attentive and experience-oriented, you will primarily use your customer service skills and data input to deliver a world-class museum experience to the Museum's 250,000+ annual visitors. As part of a small team, you will work closely with Operations management including the Visitor Experience Manager, Facilities Manager, and the Director of Operations to achieve departmental goals.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Visitor Experience

- Greet visitors entering the museum, determine nature and purpose of visit, and direct them to specific destinations and pertinent resources.
- Operate the Coat Check: Screen visitors and collect any prohibited items that cannot enter the galleries (backpacks and water bottles).
- Communicate professionally and with courtesy at all levels, and be open to feedback.
- Assist with all opening and closing duties, installation setup and strikes, special event preparations, and other duties as assigned.
- Operate Museum's audio / video systems and telephone.
- Stay informed on all aspects of Museum collection, exhibitions, programs, and events, providing orientation, wayfinding, and resources to visitors.
- Ingress/Egress: Help with crowd control and flow, safety of Museum objects, and queue management.
- All staff assist with keeping facilities accessible and immediately reports any deficiencies of equipment or facilities to Operations Management.

Museum Store

- Daily register accounting and balancing, and accurate point of sales operation.
- Monitor and engage visitors' interest in the Museum store, to promote and sell merchandise, event tickets, and membership.

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- Upkeep the Museum Store: Clean, restock, organize inventory and back-stock.
- Follow loss prevention and security guidelines.
- Assist with receiving and processing deliveries and shipments.

General Operations

- Receive, screen, and process vendors, contractors, docents, and volunteers entering the Museum.
- Monitor visitor activities to ensure adherence to rules and safety procedures, or arrange for the removal of unruly visitors and promptly communicate with Museum Security regarding security issues or concerns.
- Keep informed of the Museum's communications plan and emergency evacuation procedures.

The Mission to Educate, Inspire, & Connect

- Greet school and group tours entering the museum, determine nature and purpose of visit, and direct them to specific destinations.
- Cross-Department Collaboration: Communicate with and work in collaboration with other departments and staff. Act as first point-of-contact for staff and museum visitors.
- Attend all required training programs.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the job.

Performance Expectations - Knowledge, Skills and Abilities:

- **Social interest** — Must enjoy working with a wide array of visitors, vendors, and customer service situations. Demonstrated ability to work well with individuals from diverse backgrounds.
- **Hospitality and Service Orientation** — Knowledge of principles for providing customer services. This includes actively looking for ways to help people, assessing customer needs, meeting quality standards for services, and evaluation of customer satisfaction.
- **Critical Thinking and Strong Decision-Making Skills** — Ability to use problem solving and analytical skills to successfully handle multiple competing priorities, and carry out timely, effective decision-making.
- **Proactive Problem Solving** — Ability to take initiative, identify and positively resolve issues in the moment.
- **Perceptive** — Ability to work with close attention to detail and to maintain confidentiality.
- **Communicate Well** — Ability to professionally present information.

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Mental & Physical Requirements:

- The Museum is centrally located in Balboa Park, requiring the ability to traverse the park terrain which includes stairs or ramps.
- Ability to work some evenings, weekends and holidays.
- The working environment is mostly indoor and occasionally outdoor, sometimes in various weather conditions, including sitting, walking, climbing stairs, balancing, crouching, stooping, and communication (talking/hearing).
- Ability to stand, walk, and/or sit for long periods of time.
- Need to be able to move between all areas of the museum, some of which are widely spaced, on uneven terrain, or may require climbing stairs.
- Need to be able to lift and move large items from floor to overhead rack up to 50 pounds and move heavy furniture or equipment for short distances.
- Need to be able to receive large backpacks and large purses and stow them or retrieve them from Coat Check—overhead on hooks, overhead in cubbies and shelves, and along the floor.
- Need to be able to perform basic math skills and give correct change at the register.
- Vision requirements include corrected vision close to 20/20, close vision and ability to adjust focus.

Tools and Equipment Used:

- Some audio equipment, sound system and microphone.
- Computers (mostly MacOS) and iPads.
- Cash register.
- Radios.

Minimum Qualifications:

- Proficiency in the English language is required (written and verbal), and multilingual applicants are strongly preferred.
- Must have a reliable form of communication (phone, email).
- Education: High school diploma or equivalent.
- Demonstrate and practice sensitivity to all elements of diversity in the museum with staff, visitors, and all programs and services the museum provides.

Desirable Experience and Knowledge:

- Previous retail sales experience in luxury, art, and design / hospitality environments is strongly preferred.
- Previous nonprofit experience, preferably in a museum / cultural institution is preferred.
- Experience working with volunteers is preferred.
- A solid public speaker who can manage groups is preferred, but not required.
- **Information Technology & Business Software Applications** — Preferable if familiar with using Microsoft Office products, including Word, Excel, and PowerPoint. Preferable if familiar with using Google Workspace, including Google Docs, and Google Sheets.
- **Photo/Video Editing** — Demonstrated abilities in design, photo and video editing, particularly with Adobe Photoshop, Illustrator, and Premiere is preferred.
- **Public Safety and Security** — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions is preferred.



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Special Conditions of Employment:

The Timken Museum of Art is requiring all employees to follow and implement all health & safety protocols.

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

Background check:

Employment is contingent upon a satisfactory background check.

Additional Details:

Balboa Park is a smoking and tobacco-free space. For more information, visit [Balboa Park Rules & Regulations](#).

Signature

Date

Name