

# Henry

## Visitor Experience Representative

Open until filled

**ABOUT THE HENRY:** The Henry Art Gallery was founded as Washington State's first art museum in 1926, by Seattle entrepreneur Horace C. Henry, on the principle that art stimulates inquiry, fosters knowledge, and builds healthy communities. Located on the campus of the University of Washington (UW), Seattle, the Henry is internationally recognized as a pioneer in the research and presentation of contemporary art. The Henry's facility is 46,200 sq. ft., including the historic founder's 1927 building designed by Carl F. Gould and the 1997 addition designed by award-winning architect Charles Gwathmey.

The mission of the Henry is to advance contemporary art, artists, and ideas. With a permanent collection of over 26,000 objects (including photographs, videos, paintings, works on paper, ceramics, costumes, and textiles), the Reed Collection Study Center, and a location on the University of Washington (UW) campus, the Henry is a key cultural resource and training ground in the visual arts for K-20 students, scholars, artists, and general audiences of all ages. Core values include collaboration, diversity and inclusion, risk-taking, transparency, accountability, excellence, and service.

**POSITION PURPOSE:** The Museum Services Department ensures a safe and welcoming museum experience for visitors and staff alike. Visitor Experience Representatives and Museum Services Leads serve as the Henry's frontline staff, and offer exceptional customer service both in the galleries and at the front desk. VERs ensure that visitors follow various museum policies, and monitor exhibition spaces to ensure artwork safety. VERs also work as floor staff during museum programs and events.

**STATUS:** Henry Gallery Association Employee; part-time; non-benefited

**COMPENSATION:** \$15.61/hr

**REPORTS TO:** Museum Services Supervisor

**SCHEDULE:** 17 hours a week. Regular schedule would require Wednesdays 10:45am-4:00pm, Thursdays 1:00-9:00pm and Sundays 10:45am-4:00pm. See essential functions for additional schedule requirements.

## ESSENTIAL FUNCTIONS

Duties and responsibilities include, but are not limited to:

- Protect the artwork on display by monitoring visitor conduct; record and report concerns with artworks or building conditions (touching or possible damaging of art, water leaks, etc.) to appropriate staff
- Enforce policies in the galleries and other museum spaces
- Maintain a polite and professional demeanor while interacting with visitors and colleagues; provide a positive experience to visitors
- Facilitate a positive visitor experience: assist visitors with their exploration of art; engage in dialogue; answer art related questions
- Stay up to date with the museum's current and upcoming exhibitions and programs to provide helpful information and respond to inquiries
- Provide front desk support including: selling admission, memberships, and event tickets; answering telephones; providing information and assistance to callers and visitors as needed; greeting museum visitors and administrative appointments
- Regularly work scheduled hours; maintain a schedule of at least three shifts per week
- Regularly attend Museum Services Team trainings and meetings that fall outside of regular museum hours (typically 5-10 times per year)
- Regularly work programs and events during the year that fall outside of regular museum hours (typically 3-5 times per year, on Friday evenings)
- Other duties as assigned

## REQUIRED SKILLS:

- Excellent communication and interpersonal skills
- Experience in customer service, hospitality, sales and/or other service oriented employment
- Experience with cash handling
- Desire and initiative to continuously expand personal knowledge and skills
- Skill in interacting diplomatically with the public; ability to maintain composure in the face of resistance, indifference, or hostility
- Ability to react quickly and efficiently in situations where art and visitor safety are of concern
- Ability to gather relevant information in the event of security or safety related incidents
- Skill in working collaboratively on a team
- Ability to remain vigilant for extended periods of time
- Background and/or interest in contemporary art is encouraged

While performing the duties of this job the employee is regularly required to stand and walk for a majority of the shift; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms; at times to stoop, kneel, or crouch. The employee is occasionally asked to lift up to 30 pounds. The vision requirements include: ability to adjust focus, peripheral vision and close vision.

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

To apply, please send a cover letter and resume to [jobs@henryart.org](mailto:jobs@henryart.org). Priority consideration will be given applications made by end of business day December 10, 2019. No phone calls, please.

**EQUITY AND INCLUSION:** The Henry is committed to racial diversity and inclusion. Qualified individuals who bring diverse perspectives to the workplace are encouraged to apply. The Henry is an Equal Employment Opportunity employer. We are committed to providing a positive working environment for employees, students, volunteers, and artists.