

Henry

Visitor Experience Representative

Posted Oct 31, 2018

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 28,000 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: \$15.30/hr

REPORTS TO: Museum Services Supervisor

SCHEDULE: 14.5 - 19 hours a week. Anticipated regular schedule would require flexibility on Thursday Evenings, 3:30-9:00 PM, and Friday, Saturday, Sunday, 10:45 AM - 4:00 PM. Additional hours may become available.

ESSENTIAL FUNCTIONS: Duties and responsibilities include, but are not limited to:

- Assisting visitors with their exploration of art, engaging in dialogue, and answering questions
- Staying up to date with the museum's current exhibitions and programs to provide helpful information and respond to inquiries

- Protecting the art on display; reporting and recording concerns with artworks or building conditions (touching or possible damaging of art, water leaks, etc.) to appropriate staff
- Enforcing policies in the galleries and other museum spaces, while maintaining a polite demeanor and providing a positive experience to visitors
- Providing front desk support including: answering telephones; providing information and assistance to callers and visitors as needed; greeting museum visitors and administrative appointments; selling admission, memberships, and event tickets
- Working several programs and events during the year that fall outside of regular museum hours (typically Friday and Saturday nights)
- 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
- Skill in interacting diplomatically with the public; ability to maintain composure in the face of resistance, indifference, or hostility; ability to provide excellent customer service
- 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 required to lift up to 50 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. Priority consideration will be given applications made by end of business day November 13, 2018. No phone calls, please.

The Henry is an Equal Employment Opportunity employer. We are committed to providing a positive working environment for employees, students, volunteers, and artists.