

Henry

Visitor Experience Representative (Temporary)

Posted 3/17/17
Open until filled

Henry Art Gallery is a museum of contemporary art and ideas where risk-taking and openness to uncertain outcome are valued for their ability to foster inquiry, dialogue, and debate.

Visitor Experience Representatives actively engage with visitors in the galleries, during events, and at the museum's entrance. Serving as the face of the Henry, Visitor Experience Representatives are responsible for introducing visitors to the museum, facilitating an exchange with a diverse audience, and safeguarding the art. A VER is an ambassador for the Henry, providing a welcoming and informative experience for all visitors.

Responsibilities:

- Ensuring that all visitors receive a high level of customer service and hospitality during their visit to the museum
- Being knowledgeable about the museum's current exhibitions and programs to provide helpful information and respond to inquiries
- Assisting visitors with their exploration of art, engaging in dialogue, and answering questions
- Providing assistance to visitors in navigating the galleries and other museum spaces
- Enforcing policies in the galleries and other museum spaces, while maintaining a polite demeanor and providing a positive experience to visitors
- Protecting the art on display
- Reporting art incidents (touching or damaging of art, or other art-related concerns)
- Observing and reporting issues and potential hazards regarding facilities to Operations (Security Guards)
- Providing front desk support; including answering telephones, providing information and assistance to callers and visitors as needed, greeting visitors, acting as cashier, entering data in admissions
- Promoting and facilitating membership sales
- Assisting with the front of house set up, flow, and breakdown of programs and events

- Ensuring the front desk is properly supplied to support excellent customer service (e.g., promotional materials, publications, office supplies, etc.)
- Other duties as assigned

Qualifications and Requirements:

- Excellent communication and interpersonal skills
- Experience in customer service, hospitality, sales and/or other service oriented employment
- 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 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 preferred

Reports to:

Visitor Experience Manager

Details:

- Part time (less than 20 hours/week), non-benefited; competitive pay.
- Temporary, with possibility of changing to regular in May
- Anticipated schedule: Thursdays, 3:30 – 9:00 pm; Fridays 10:45 am – 4:00 pm; Saturdays, 10:45 am – 4:00 pm
- Additional hours may be available

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 March 24, 2017. 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.