

Henry

Visitor Experience Representative (Part-time)

ABOUT THE HENRY

The Henry Art Gallery was founded as Washington State's first art museum in 1926, 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. Learn about our mission and vision: henryart.org/about.

POSITION PURPOSE

The Visitor Services team ensures a safe and welcoming museum experience for visitors and staff alike. Visitor Experience Representatives (VERs) 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.

COMMITMENT TO EQUITY

The Henry acknowledges the historical structures and social dynamics that have continuously oppressed communities of color and we acknowledge our part in institutional racism. We also acknowledge that we are situated on the land of the Coast Salish peoples.

We are actively committed to racial equity and to building a strong foundation of inclusivity and awareness in all we do. We value discourse that brings forward voices and positions that have been – and continue to be – oppressed. We do not tolerate hate speech or actions.

We recognize that we are in the process of embodying these values across our exhibitions, programs, and operations; this is our ongoing work.

The Henry Art Gallery is a part of the University of Washington. For more information about race and equity at the UW, see u.washington.edu/raceequity.

STARTING PAY: \$22.00 per hour

- VERs are eligible for a +\$1.00 increase above starting pay at 12 months, and again at 24 months, for a maximum of +\$2.00 above starting pay. Wages are adjusted accordingly if the starting pay for the VER position is adjusted.

SCHEDULE: This position is expected to work:

- 15.5 – 17.5 hours per week
- Currently weekend shifts (Saturday, Sunday); potentially may have weekday availability depending on staff schedules
- Several programs and events during the year that fall outside of regular museum hours (typically Thursday, Friday, or Saturday nights)

REPORTS TO: Museum Services Leadership

WHAT VERs DO AT THE HENRY:

- Engage in dialogue with visitors and answer questions about the exhibitions while working in the gallery spaces
- Remind visitors of museum policies and make sure they are followed in the galleries and other museum spaces, while maintaining a polite demeanor and providing a positive experience
- Monitor exhibition spaces to ensure artwork safety
- Observe and pass along concerns with artworks or building conditions to appropriate staff
- Learn about the museum's current exhibitions and programs to provide helpful information and respond to inquiries
- Attend walk-throughs of upcoming exhibitions with Curatorial and Exhibitions staff to learn more about the works, artists, and art safety concerns
- Operate a radio to maintain communication with other team members and museum security staff
- Provide admissions desk support including: answering telephones, providing information, assistance, and accessibility support to callers and visitors as needed, greeting museum visitors and administrative appointments
- Sell museum admission, event and program tickets, and memberships at the admissions desk, using the Point of Sale software (cash handling)
- Assist with the front-of-house set up, flow, and breakdown of events
- Perform other customer service, administrative, and front-of-house related tasks as the need arises; and as they relate to the overall needs of the museum

VERs can expect to be both stationary (sitting, standing) and active (moving around the galleries) during shifts.

CONNECT WITH US IF YOU:

- Have excellent communication and interpersonal skills, and enjoy engaging with new people
- Have experience in customer service, hospitality, and/or public-facing, service-oriented work
- Have worked as part of a team and understand what it means to share responsibility for a common goal
- Know how to interact diplomatically with the public; to maintain composure in the face of resistance or indifference
- Can react quickly and efficiently in situations where art and visitor safety are of concern
- Can remain vigilant for extended periods of time and are adaptable to quick changes in work flow
- Have a background in art and/or an interest in learning about and working around contemporary art

If the above description does not fit you precisely but you think you would be an excellent fit for this role, please apply. We encourage you to speak directly to areas of potential growth, interest, and/or experience in your cover letter.

STATUS: Regular Part-time, FLSA non-exempt, non-benefited

BENEFITS: This position is **not** eligible to participate in the Henry's medical, dental, and vision insurance program. This position **does not** accrue vacation time or receive holiday credit hours.

The employee will have access to or receive:

- Sick leave accrued at a rate of 1 hour of sick leave per every 40 hours worked
- Paid holiday time during designated museum holiday closures that occur on days the employee is otherwise regularly scheduled to work
- Ability to defer compensation into the Henry's 403(b) retirement plan
- Affiliate University of Washington employee status, with access to such things as: the UW library system, ability to purchase an IMA gym [membership](#)
- One UW Professional and Organizational Development ([POD](#)) Course per year
- A Professional Membership to the American Alliance of Museums ([AAM](#))
- Up to \$50.00 reimbursement for materials towards the employee's understanding of Diversity, Equity, Accessibility, and Inclusion
- Public Transportation Reimbursement Program: the Henry will fully reimburse the cost of a quarterly [U-PASS](#), or up to \$150 of actual expenses for ORCA purchases per quarter

APPLY: Please send a cover letter and resume to opportunities@henryart.org, in one PDF if possible. Applications received by 04/24/24 will be reviewed first. No phone calls, please.

Diverse backgrounds make us stronger. We highly encourage Black, Indigenous, People of Color, LGBTQ+, and individuals of all abilities to apply.