



## Visitor Services Representative

### **The Museum:**

Laguna Art Museum is the museum of California art. It collects, cares for, and exhibits works of art that were created by California artists or represent the life and history of the state. Unlike any other museum in the state, it collects California art and only California art, and ranges across all periods and styles, nineteenth-century to present-day

### **The Position:**

The Visitor Services Representative is responsible for providing friendly and effective service to patrons of Laguna Art Museum. As the first contact with our audiences, the VS Representative is key in assuring an excellent experience for visitors.

### **Schedule:**

The museum is open on Sundays, Mondays, and Tuesdays, from 11:00 a.m. to 5:00 p.m.; Thursdays from 11:00 a.m. to 9:00 p.m.; and Fridays and Saturdays from 11:00 a.m. to 5:00 p.m. VS Representatives begin work at 10:30 a.m. Availability to work from two to four days per week, including a weekend day, is preferred. Due to the ongoing nature of the COVID-19 pandemic, this position's start date is contingent on the museum's re-opening and the work schedule is subject to change.

### **Compensation:**

\$13.30 hourly

### **Reports to:**

Visitor Services Supervisor

### **Status:**

Part Time, Hourly, Non-exempt

### **Responsibilities (including but not limited to):**

- Represent the museum in a professional, positive, and helpful manner
- Perform admission desk duties from opening to closing:
  - + Register visitors in Altru point of sale system
  - + Collect admission and other payments
  - + Promote and sell museum memberships
  - + Create daily financial reports for Business Manager
- Manage incoming phone calls and direct them to proper department
- Maintain current knowledge about museum exhibitions and events
- Understand museum facility rental policies and manage initial inquiries
- Assist general staff with duties assigned
  - + Event set-up and breakdown
  - + Wash and store dry glassware
  - + Occasional art-activity prep work
  - + Other tasks, as necessary
- Maintain a clean and neat work environment and ensure a stock of appropriate brochures and other information at front desk
- Assist customers in the museum store
- Maintain knowledge of store policies and artist information
- Assure visitors have a good check in experience and answer any questions they may have courteously, and make quick decisions as necessary



## LAGUNA ART MUSEUM

### Requirements:

- Strong interpersonal communication skills
- Friendly presence and a welcoming demeanor
- Excellent critical thinking and problem solving skills
- High school diploma required; art or art history classes and/or an interest in visual arts strongly preferred
- Experience with handling cash and using POS system
- Ability to work as a team player as well as independently
- Must be able to work weekends, holidays, and special events as necessary
- Physical Demands: The duties of this job may include sitting, standing, kneeling, lifting or moving objects up to 20 pounds, climbing stairs, and walking over varied terrain, and repeated adjustments to varied lighting conditions (reasonable accommodations will be made for qualified candidates with disabilities)

### Additional Requirements:

Employment is contingent upon a satisfactory background and reference check, which may include criminal reports and verifications of employment and educational records. Applicants must be legally authorized to work in the United States.

### To Apply:

Please email your cover letter and resume to Lucila Ucio, Visitor Services Supervisor, at [LUcio@lagunaartmuseum.org](mailto:LUcio@lagunaartmuseum.org). Please use "VS Application" as the subject line and only send materials as PDFs.