AUBURN
Human Resources

Assoc, Visitor Services

Job Description

JOB INFORMATION

Job Code	AB28
Job Description Title	Assoc, Visitor Services
Pay Grade	LM03
Range Minimum	$33,150
33rd %	$37,020
Range Midpoint	$38,950
67th %	$40,880
Range Maximum	$44,750
Exemption Status	Non-Exempt
Organizational use restricted to the following divisions	114 AVP, Administrative Effectiveness
Approved Date:	4/2/2024 11:51:45 AM

JOB FAMILY AND FUNCTION

Job Family:	Libraries, Archives & Museums
Job Function:	Museum Operations

JOB SUMMARY

Reporting to the Visitor Services and Museum Store Manager at the Jule Collins Smith Museum of Fine Art, the Assoc, Visitor Services supports an informative on-site experience, operation of the "front of house" visitor amenities, and development of pre-and post-visit communications. Collaborates on high-optics external relations toward the museum's vision of a highly creative, outward-facing, visitor-centered institution in service to the university, the region, and the nation that welcomes everyone to explore, experience, and engage with the visual arts. Collaborates with colleagues across the museum to align with the museum mission to reach and exceed institutional goals.

RESPONSIBILITIES

- Supports the management of guest services, including all day-to-day, front-of-house operations, including but not limited to relaying public-facing and programmatic information, in both written and verbal form and facilitating the front desk entrance and exit. Assists in the training and scheduling of staff, students, and volunteers. Assists with administrative responsibilities such as promotional communications and postings, ticketing, lead generation fulfillment, donor engagement fulfillment, payment processing, customer service, best practices implementation and university-required finance, reporting, and cash management.
- Collaborates closely with all other museum units in serving the public, including tour and engagement programming, donor stewardship, financial reporting and equipment maintenance, safety and security, parking, housekeeping, and other related matters. Supports and assists with museum-wide evaluation programs, distributing surveys around visitor experience, exhibitions, and engagement. Collects visitor data, including but not limited to, how the visitor learned about the museum and the program, frequency of visitation, and visitor demographics.
- Supports Museum Store operations, assisting customers with sales transactions, inventory, store display, and other related responsibilities. Helps with inventory control, including receiving, returns, annual physical inventory, maintenance of adequate stock and maintenance of inventory records. Supports the daily operations of the sales floor, including acting as a cashier and training, monitoring, and scheduling other sales floor staff.
- Supports the management of the contract café operator to ensure excellent customer service and alignment with the museum mission and brand, and that as a visitor amenity, it presents fresh, vibrant, and artful dining and beverage experiences. In collaboration with the Operations unit of the museum, ensures excellent maintenance of café equipment, custodial services, and other related matters.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor.

Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED	Diploma or equivalent.	and	3 years of	Patron Services, Hospitality, Public Relations, Event Management, Retail/Food & Beverage; Experience in a cultural arts setting is desired.	Or
Bachelor's Degree	Business, Marketing, Communications, Public Relations, Event Planning, Hospitality Management, or relevant field is desired.	and	1 year of	Patron Services, Hospitality, Public Relations, Event Management, Retail/Food & Beverage; Experience in a cultural arts setting is desired.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of public relations, hospitality/retail, business, event management, arts administration, education or other related fields, along with an understanding of and passion for culture and arts.	
Knowledge of patron and guest services.	
Strong problem-solving, conflict resolution, and interpersonal skills; ability to work well and collaborate effectively with and/or manage a wide range of diverse audiences including colleagues, staff, funders, sponsors, and other constituencies.	
Excellent verbal and written communication skills.	
Strong time-management skills; comfortable with frequent interactions with individuals including donors/VIPs, faculty, and other colleagues and professionals; works well under pressure.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	And
Heartsaver First Aid CPR AED	CPR, AED, and First Aid certifications required or must be obtained	within 180 Days	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Sitting			X			
Lifting				X		25 lbs
Climbing				X		
Stooping/ Kneeling/ Crouching				X		
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold	X				
Extreme heat		X			
Humidity	X				
Wet	X				
Noise		X			
Hazards		X			
Temperature Change	X				
Atmospheric Conditions	X				
Vibration	X				

Vision Requirements:

Ability to see information in print and/or electronically.