



Title: Visitor Services Associate
Reports to: Visitor Services Manager
Status: Part-time

Summary:

Visitor Services Associates are the public face of SITE Santa Fe. They are responsible for creating a welcoming and accessible environment for visitors and for delivering information about the exhibitions and public programs. This fast-paced position requires a candidate to multitask and quickly problem-solve, while maintaining a friendly and professional demeanor. Specific responsibilities include processing entry ticket sales, gathering visitor information, facilitating coffee, snack bar and store sales, and answering the phone. This is a part-time position available for Sundays only.

Key responsibilities

- Greets the public and provides the visitor with information about the museum, exhibitions and scheduled activities and events.
- Informs visitors of and enforces the museum's current COVID-safe practices
- Maintains a welcoming and friendly demeanor with excellent poise, customer service, and professional appearance.
- Answers the museum's public phone, addresses caller's questions, and transfers calls to the appropriate staff member, accordingly.
- Accurately process attendance sales for admissions, cafe products, and store merchandise.
- Accurately reconciles the cash drawer each day, and maintains best practices with cash-handling
- Collects demographic attendance data from visitors
- Takes reservations and maintains a will-call list for public programs and events.
- Oversees and supports the front desk during public programs and special events.
- Assists the museum store in processing sales, accessing store items in cases, and informing visitors of products and vendors, and works closely with the Store Manager to offer excellent customer service.
- Assists gallery staff as necessary with rare gallery incidents.
- Opening and closing the building, turning the exhibitions on and off, troubleshooting any issues and contacting the Exhibitions Manager/Registrar if necessary.

Qualifications:

1. Associate's degree or equivalent experience
2. Minimum of one year of experience in customer service
3. Fluency in both English and Spanish is preferred
4. Proficient written and communication skills
5. Proficiency in Microsoft Word, Excel, Gmail, and Google Docs
6. Familiarity with any point of sale system
7. Familiarity opening and closing a cash register
8. Ability to prioritize and manage time effectively
9. Holds a current ServSafe Food Handler's Permit or willingness to obtain one within 30 days of hiring.

SITE Santa Fe is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation or political affiliation. We look to hire talented people of all backgrounds, identities, and abilities.

Please send cover letter and resume to info@sitesantafe.org and indicate Visitor Services Associate in the subject line. No calls please. For more information about SITE Santa Fe, please visit sitesantafe.org. Thank you for your interest in SITE Santa Fe.