

SITE SANTA FE

TITLE:	Visitor Services Associate
STATUS:	Part-time (Thursdays +Sundays)
REPORTS:	Visitor Services Manager
DATE:	January 2023

GUIDED BY ARTISTS, ROOTED IN NEW MEXICO, SITE SANTA FE CELEBRATES CONTEMPORARY CREATIVE EXPRESSION.

SITE Santa Fe (“SITE”) is a non-profit contemporary arts organization based in Santa Fe, New Mexico. Since its founding in 1995, SITE Santa Fe has presented 11 biennials, more than 90 contemporary art exhibitions, and works by hundreds of emerging and established artists from around the world. SITE also presents public and educational programs that include conversations with artists and curators, film screenings, performances, concerts, hands-on workshops, and collaborations with Santa Fe Public Schools.

SITE Santa Fe is an equal opportunity employer that is committed to diversity and inclusion in the workplace. We prohibit discrimination and harassment of any kind based on race, color, gender, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

Summary

Visitor Services Associates are the public face of SITE Santa Fe and key members of our team. They are responsible for creating a welcoming and accessible environment for visitors and for delivering information about the exhibitions, events, and 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 to the galleries, gathering visitor information, facilitating coffee, snack bar and store sales, and answering the phone. This is a part-time position on Thursdays and Sundays only.

Key responsibilities

- Greets the public and provides the visitor with information about the organization, exhibitions and scheduled activities and events.
- Maintains a welcoming and friendly demeanor with excellent poise, customer service, and professional appearance.
- Answers the organization’s public phone, addresses caller’s questions, and transfers calls to the appropriate staff member, accordingly.
- Accurately process 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.
- Oversees and supports the front desk during public programs and special events.
- Assists the store in processing sales, accessing store items in cases, and informing visitors of products and vendors, and works closely with the Store Manager to learn about the products and to offer excellent customer service.
- Supports gallery staff as necessary.
- Opening and closing the building, turning the exhibitions on and off, troubleshooting any issues and contacting the Exhibitions or Facilities Managers, if necessary.
- Informs visitors of and enforces the organization's current COVID-safe practices

Qualifications:

- Associate's degree or equivalent experience
- Minimum of one year of experience in customer service
- Fluency in both English and Spanish is preferred
- Proficient written and communication skills
- Proficiency in Microsoft Word, Excel, Gmail, and Google Docs
- Familiarity with any point of sale system
- Familiarity with best practices of opening and closing a cash register
- Ability to prioritize and manage time, and multitask
- Must be a self-starter and creative problem solver
- Ability to work collaboratively with staff and maintain a high degree of professionalism in a dynamic and creative setting
- Embrace SITE's commitment to diversity, equity, inclusion and accessibility
- Holds a current ServSafe Food Handler's Permit or willingness to obtain one within 30 days of hiring.

Please send a cover letter and resume to job@sitesantafe.org and indicate "Visitor Services Associate" in the subject line.