

<b>TITLE:</b>	Visitor Services Associate
<b>STATUS:</b>	Part-time (Saturday + Mondays)
<b>REPORTS:</b>	Visitor Services Manager
<b>DATE:</b>	April 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. 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 on Saturday and Monday 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.

Please send a cover letter and resume to [job@sitesantafe.org](mailto:job@sitesantafe.org) and indicate Visitor Services Associate in the subject line.