OVERVIEW
When opened in 2015, the Sugar Hill Children’s Museum of Art & Storytelling became the cultural capstone of the Sugar Hill development that also includes 124 deeply affordable apartments and the Sugar Hill Museum Preschool. This innovative community museum is dedicated to nourishing the dreams and natural creative intelligence of young children – preparing them to become global citizens and architects of a more equitable future. Its mission democratizes access to culture by providing intergenerational experiences with art exhibitions and art making, engagement with artists, and opportunities for civic engagement. The museum is a community-based sponsored project of Broadway Housing Communities (BHC) a pioneering nonprofit advancing innovations in Housing + Education + Art since 1983 (see websites: https://www.broadwayhousing.org/ and https://www.sugarhillmuseum.org/).

DESCRIPTION: As part of an initiative to enhance the personal experiences visitors, particularly young visitors, have with the Sugar Hill Children’s Museum of Art & Storytelling’s wide array of exhibitions, projects, and programs, the Museum seeks to fill three to five part-time Visitor Experience Associates to ensure an overall positive museum experience, while promoting a safe environment for Museum visitors and personnel. Visitor Services Representatives will facilitate the active engagement of visitors with the works on view, help to make personal connections and tell stories around the works. Visitor Services Representatives staff will also ensure that visitors comply with Museum policies regarding exhibitions and safety; communicate those policies in a direct, friendly and respectful manner; monitor the flow of traffic; monitor gallery floors; communicate with facilities management regarding potential safety issues or hazards; and report on any incidents or issues.

RESPONSIBILITIES:
Visitor Engagement
● Greet and welcome all Museum visitors.
● Approach and engage visitors as appropriate, respecting boundaries and personal space, always communicating in a respectful and professional manner.
● Clearly communicate information about Museum policies and programs to visitors.
● Direct visitors to, and explain, interpretive materials on exhibitions throughout the Museum. Assist visitors with identifying relevant educational resources (e.g. hands-on art making in Studio Labs, Artist-in-Residence Open Studio hours, books in our gift shop, etc.) and other Museum facilities (galleries, studios, restrooms, coatroom, stroller parking, etc.)
● Provide information on, and encourage participation in, scheduled programming.
● Observe visitor behavior and interaction with works on view and report observations to senior staff.
● Work with security and curatorial staff to facilitate crowd control during busy hours, special events, and programs.
● Work closely with the Associate Director, Education & Storytelling Initiatives and Operations Manager to assess gallery engagement methods, particularly for the Museum's primary target audience of three- to eight-year-olds.
● Encourage participation in self-guided activity stations and interactive exhibitions throughout the Museum.
● Ensure that guests of varying needs and abilities have proper access to exhibitions and Museum
resources.

- Actively participate in a paid ongoing professional development program covering: exhibition content, visitor engagement strategies, developmental stages of children, customer service and security, learning how to initiate conversations with visitors regarding exhibitions, encouraging and inviting feedback and response to exhibitions.

- Support the Public Programs & Community Engagement Manager in representing the Museum at offsite community events, as needed.

- Develop and manage systems to ensure that both visitors and members are admitted to the museum in an efficient and welcoming manner. Work with Museum security staff, or as needed with lead Museum administrators, to resolve visitor concerns.

- Work with education staff to implement and evaluate resources for self-guided groups to enhance their learning experience at the Museum and assist with crowd control.

- Work closely with the communications staff to promote the Museum’s broad array of exhibition, education and family programs to visitors.

**Admission**

- Manage admissions desk during Museum open hours (Thurs/Fri. 10am – 5pm and Sat/Sun. 12noon – 5pm): greet visitors, sell tickets and promote memberships.
- Fulfill all point of sale system functions, financial reconciliations and deposits related to daily admissions.
- Work with IT staff to maintain/update Altru software in regards to admission, ticketing and memberships, as well as other digital and interactive devices used.

**Retail**

- Support day-to-day Museum store and café operations, including consignment agreements.
- Fulfill all point of sale system functions, financial reconciliations and deposits related to shop and café sales.

**Membership**

- Be/become fluent with Museum system(s) in order to smoothly process onsite membership applications and membership renewals.

**Safety**

- Assist in the safety and security of artwork, visitors, personnel, physical plant and assets.
- Oversee the opening and securing of art galleries. Oversee all basic security procedures regarding: Museum opening/closing; admissions desk; building/museum hours; emergency procedures; emergency numbers; staff/tenants – names, location of offices, sign in/out; building inspections; vendors’ access and identification; etc.
- The Lead Visitor Services Representative will assist the Operations Manager with oversight and scheduling of staff for day-to-day operations, as well as special events.
- The Lead Visitor Services Representatives will assist the Operations Manager with the coordination of temp security personnel.

**QUALIFICATIONS/REQUIREMENTS:**

- Bachelor’s degree, or equivalent college coursework, ideally in arts, culture, education, hospitality or closely related field, with a minimum of 2 years’ experience preferred
- Excellent interpersonal, verbal and communication skills
- Interest in early childhood development
- Commitment to obtain Security and Fire Guard Certification within 2 months of hire
- The Lead Visitor Experience Associate must be computer literate and have at least 1 year of supervisory experience
- Must be available to work Wednesday to Sunday, with flexibility for additional days/hours, as needed
● Experience working in a fast-paced environment and the capacity to exercise good judgment
● Spanish/English/other language proficiencies are a plus
● Please note that this work will require standing for long periods of time, adherence to dress code and Museum policies

**SALARY**
This is a part-time position requiring 20-30 hours per week. Salary is $22-$25/hour.

**APPLICATION:**
To apply for this position, please email your resume and cover letter to resumes@bhc.org. Applicant review will continue until the positions are filled. Please indicate your last name and *Museum Visitor Experience Associate* in the subject line. **No phone calls, please** -- we will respond to those candidates whose qualifications are best aligned with the components of this job description.

SHCMAS/BHC is committed to providing equal employment opportunity without regard to race, ethnicity, religion, gender identity, national origin, age, citizenship status, marital status, sexual orientation, veteran status, height, weight, or disability.