POSITION TITLE: Visitor Service Associate
STATUS: Non-Exempt / hourly
REPORTS TO: Lead VSA / Lead Security

ABOUT THE MUSEUM OF LATIN AMERICAN ART
The Museum of Latin American Art (MOLAA) in Long Beach, California is the only museum in the western United States that exclusively features contemporary Latin American and Latinx art.

MISSION
The Museum of Latin American Art expands knowledge and appreciation of modern and contemporary Latin American and Latinx art through its collection, ground-breaking exhibitions, stimulating educational programs and engaging cultural events.

POSITION DESCRIPTION
MOLAA seeks a Visitor Services Associate to provide customer service to MOLAA’s members, donors, event attendees, and visitors. The position offers approximately 20-25 hours per week and offers commission on the sale of new memberships. As well as function as a Gallery attendant when needed and assist visitors in the museum and the store.

Disclaimer: This job description may not be inclusive of all assigned duties, responsibilities, or aspects of the job described, and may be amended at any time at the sole discretion of the Employer

ESSENTIAL FUNCTIONS:

- Welcome visitors to the Museum in a friendly and professional manner.
- Answer telephones and process telephone reservations and online reservations.
- Answer general Museum questions in-person and over the phone using proper phone etiquette, direct individuals; assist with booking groups/school tours; market Museum events and programs.
- Must be comfortable interacting with the public and provide exceptional visitor service
- Generate reports and maintain up to date guests lists for admission reservations and/or ticketed events
- Handle cash, and accounting for sales and ensure that all transactions are processed quickly and accurately.
- Sell and process memberships, encourages membership upgrades, and assist Development Department with all mailings including but not limited to lapsed and monthly renewal mailings.
- Stay up-to-date on Museum activities and serve as an informational resource on exhibitions, programs, and events.
- Collect, enter, and update visitor information and attendance numbers in database and Excel spreadsheets, and generates daily/weekly reports, as needed
- Assist with Museum Store operations including helping with inventory and working as a cashier when necessary as well as preparing online orders to be mailed or picked up.
- Manage the distribution of Museum surveys in person
- Assist in the opening and closing of the Museum daily.
- Ensure that Visitor Service desk is organized at all times.
- Assume the role of a Gallery attendant when scheduled for that shift.
- Work alongside the Security Services Team to provide exceptional customer service and ensure a positive and memorable experience for all.
• Ensuring MOLAA safety protocol is being followed by all visitors, staff, and volunteers
• Reporting any incidents that violate safety protocols to security.
• Other duties as assigned.

MINIMUM QUALIFICATIONS:
• High School Diploma/GED.
• Outstanding customer service skills and telephone etiquette.
• 1-2 years of Reception, Sales, and/or retail experience
• Must be comfortable interacting with the public and provide exceptional visitor service
• Proficient use of MS Office suite (office 365, Outlook) (Altru experience desired).
• High level of energy, motivation, persistence, and a positive attitude
• Excellent verbal and written communication skills.
• Ability to work effectively in both team environments and in self-directed situations

ADDITIONAL REQUIREMENTS AND PHYSICAL DEMANDS:
• Capacity to sit or stand or walk for long periods of time.
• Able and willing to work evenings, weekends and holidays and possible overtime when needed.
• Ability to lift up to 25 lbs.
• Ability to sit in front of computer monitor for extended periods as necessary
• Bilingual in Spanish preferred.