JOB OPENING: Visitor Services Associate

The GLBT Historical Society is a 501(c)3 nonprofit educational organization that collects, preserves, exhibits and makes accessible to the public materials and knowledge to support and promote understanding of LGBTQ history, culture and arts in all their diversity. Founded in 1985, we are recognized internationally as a leader in the field of LGBTQ public history. Our operations are centered around two sites: our GLBT Historical Society Museum, located since 2011 in the heart of San Francisco’s Castro neighborhood; and our Dr. John P. De Cecco Archives and Research Center, open to researchers in the Mid-Market district.

POSITION DETAILS
- Part-time, 12-15 hours/week, weekday and weekend hours required depending on need.
- Position is based at the GLBT Historical Society Museum in the Castro neighborhood - 4127 18th Street, San Francisco, CA.
- Temporary for 3-6 months, with possibility of continuing.
- Compensation is $20/hour with limited benefits as provided in the Historical Society’s Employee Handbook.
- In compliance with city and state regulations, to ensure proper social distancing and for everyone’s safety, we have implemented new visitor policies.

POSITION DESCRIPTION
The VSA, under the supervision of the Manager of Museum Experience, is responsible for successful guest experience in the GLBT Historical Society Museum and will assist with responsibilities and duties such as: staffing the front desk; processing ticketing and on-site membership and merchandise sales; answering museum visitors’ inquiries; and assisting with the volunteer program as needed. During shifts, the VSA is also responsible for monitoring the museum facility operations and safety guidelines.

JOB RESPONSIBILITIES
The GLBT Historical Society values a passion for LGBTQ history and culture, humor, kindness and respect in interpersonal relationships, working hard and effectively, and a commitment to success. The VSA will perform the following specific duties:

- Museum Operations
  - Perform opening/closing procedures to ensure the museum is organized and clean, open for business on time, and all is ready to operate the museum front desk during scheduled hours of operation.
  - Maintain proper cashier operations by following cash-handling policies and procedures; report needed changes.
  - Relay accurate information about planned programs and events
Maintain ticketing, membership, and other point-of-sale systems.
Maintain appropriate museum signage, under supervision from the MME.
Under the MME’s supervision, ensure that the museum is well maintained and secure on a daily basis, including working with vendors/consultants to schedule maintenance as needed.
Under the MME’s supervision, ensure that museum equipment, including displays, register, security systems, AV/IT and lighting, are well maintained and functioning correctly on a daily basis.
Under the MME’s supervision, help with merchandise display and inventory management.
Create reports and evaluations as instructed by the MME.
Serve as one of the first responders to museum emergencies.
Other duties as assigned.

Customer Service
Enforce and inform guests of visitor etiquette and safety guidelines, including art safety protocols to prevent damage to items on display.
Help visitors have safe, enjoyable museum visits.
Handle customer service issues/questions in a professional, polite, and positive manner.
Prepare the facilities for visitors as needed (i.e. attend to visitors with disabilities).

Volunteer Program
Assist with volunteer training and shadowing, as needed (mostly remote).
Help maintain and update the volunteer handbook, which includes: etiquette, rules, regulations, protocol, museum operations, accessibility and safety plans.
Other related duties as assigned.

QUALIFICATIONS:
1-3 years experience with a museum or similar cultural organization preferred.
Strong written and verbal communication skills.
Retail experience preferred.
Must be able to maintain visual surveillance of visitors and museum guests.
Experience working with diverse populations, including the trans and LGBTQ community
Organized and detail-oriented with proven time management skills; ability to prioritize tasks and meet deadlines without sacrificing attention to detail.
Ability to work independently and multitask in a busy museum setting.
Reasonable computer skills: Windows, Microsoft Office (Word, Excel), etc.
Ability to use specialized applications as needed (HVAC, security, retail, donor database, other).
Experience with reporting.
Demonstrated commitment to quality customer-service.
Creative, enthusiastic and passionate about serving the needs of diverse, intergenerational and intercultural communities and individuals.
Must be available to work occasional evenings and weekends as needed.
COVID-19 Announcement: We have taken enhanced health and safety measures—for you, our other guests, and our staff. You must follow and ensure the operation of all posted instructions while in the museum. An inherent risk of exposure to COVID-19 exists in any public place where people are present. By staffing the GLBT Historical Society Museum at this time, you voluntarily assume all risks related to exposure to COVID-19. Please help keep each other healthy.

EQUAL OPPORTUNITY
The GLBT Historical Society is an Equal Opportunity employer. We actively seek to employ people living with HIV/AIDS and other disabilities, women, gay men, lesbians, bisexuales, transgender people, queer people and people of color.

TO APPLY Please submit a resume, a cover letter describing your interest in and qualifications for the job, and 2-3 professional references to leigh@glbthistory.org. SUBJECT LINE: VSA Application.

Open until filled. No calls please. Thank you for your interest.