JOB POSITION: 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.

The Visitors Service Associate (VSA) will help to staff the GLBT Historical Museum. Open since 2011, the facility is the first museum of LGBTQ history and culture in the United States. The VSA will fill-in when needed during staff vacancies at the museum. There will be no set schedule unless otherwise agreed upon. Work schedules will be dependent upon need and weekend hours will be required.

POSITION DETAILS:
- Temporary position for 6-months.
- Part-time, commitment of 28 hours/4 days per month, with a schedule of:
  - Thursdays from 10:30AM – 5:30PM
- Weekdays, evenings, and weekends hours required depending on need.
- Position is based at the GLBT Historical Society Museum in the Castro neighborhood, located at 4127 18th Street, San Francisco, CA. This is an on-site position with no remote work available.
- Compensation is $20/hour, including paid sick leave.

POSITION DESCRIPTION:
The VSA will be supervised by the Senior Manager of Museum Experience. The VSA is responsible for providing successful guest experiences 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 and open for business on time.
  - Operate the museum front desk during scheduled hours of operation.
  - Maintain proper cashier operations by following cash-handling policies and procedures; process daily deposits; report needed changes.
o Relay accurate information about planned programs and events to visitors.
  o Help to maintain ticketing, membership, and other point-of-sale systems.
  o Help troubleshoot A/V problems and file support requests as needed.
  o Help with merchandise display and inventory management.
  o Serve as one of the first responders to museum emergencies.

- Customer Service
  o Help visitors have safe, enjoyable museum visits.
  o Handle customer service issues/questions in a professional, polite, and positive manner.
  o Make sure the art and artifacts are kept safe from damage, enforcing and following museum safety rules at all times.

- Volunteer Program
  o Assist with volunteer training, and shadowing, and scheduling
  o Help maintain and update the volunteer handbook.

- Other duties as assigned.

REQUIRED QUALIFICATIONS:

- 1 year of experience in a retail, customer service, museum, library, cultural organization or similar setting required.
- Creative, enthusiastic and passionate about serving the needs of diverse communities and individuals.
- Must be available to work evenings and weekends as needed.
- Demonstrated commitment to quality customer-service.
- Ability to work independently and multitask in a busy museum setting.
- Ability to maintain visual surveillance of visitors and museum guests.
- Organized and detail-oriented with proven time management skills; ability to prioritize tasks and meet deadlines without sacrificing attention to detail.
- Reasonable computer skills: Windows, Microsoft Office (Word, Excel), etc.
- Strong written and verbal communication skills.

DESIRED QUALIFICATIONS:

- Experience working with the LGBTQ community.
- Experience working with Salesforce.
- Ability to speak Spanish or another non-English language.

PHYSICAL QUALIFICATIONS:

- Ability to communicate via email, phone and in person
- Ability to sit or stand for extended periods of time
- Ability to lift and carry 25 pounds

POSITION DETAILS & COMPENSATION

- This is a temporary, non-exempt (hourly) position.
- Wage is $20.00/ hour

The GLBT Historical Society offers paid sick leave in accordance with California and San Francisco City and County paid sick leave law.
HIRING TIMELINE:
The anticipated hiring timeline as of the posting of this position is approximately 3 weeks, with an anticipated start time during the week of November 13, 2023. Applications will be accepted until the position is filled.

COVID HEALTH AND SAFETY
COVID-19: We have taken enhanced health and safety measures—for you, our other guests, and our staff. All visitors, volunteers, and staff must follow and ensure the operation of all posted instructions while in GLBT Historical Society facilities. An inherent risk of exposure to COVID-19 exists in any public place where people are present. All GLBT Historical Society employees and volunteers are required to be vaccinated against COVID-19. Final shot must occur 15 days or more before the start date. Here is the link to our full policy: https://www.glbthistory.org/covid-19-information.

HOW TO APPLY
To apply for this position, submit a resume and cover letter to jobs@glbthistory.org. Your cover letter should help us understand what excites you about the position and should describe any relevant experience. Please include “VSA Search” in the e-mail subject line.

No calls please. Thank you for your interest.

EQUAL OPPORTUNITY
The GLBT Historical Society affirmatively values diversity and seeks to hire staff that reflects the diversity of our communities. We are an equal opportunity employer. The Society is committed to providing a work environment free of harassment, discrimination, retaliation, and disrespectful or other unprofessional conduct based on sex, sex stereotype, race, color, creed, gender, gender identity, gender expression, religion, marital status, registered domestic partner status, age, national origin, ancestry, physical or mental disability, medical condition, genetic information, sexual orientation, weight, height, military or veteran status, or any other characteristic or status protected by federal, state, or local law. This policy applies to all employment practices including hiring, benefits, promotions, training, disciplinary action, and termination.