



## **JOB DESCRIPTION: VISITOR SERVICES ASSISTANT**

### **ORGANIZATION SUMMARY**

Located in Culver City California, The Wendé Museum is a collection-based educational institution with a mission to preserve Cold War history, inspire a broad understanding of the period, and explore its enduring legacy. Visit [www.wendemuseum.org](http://www.wendemuseum.org) for more information.

The Wendé Museum is completing a multi-million dollar construction project and re-opening in November 2017 at the new site with expanded operations, such as processing sales and tracking merchandise, ticketing, tracking attendance, managing volunteers, and other new activities. The Museum has created the Visitor Services department to meet this expanded need.

### **JOB SUMMARY**

The Visitor Services Assistant reports to the Visitor Services Manager and serves as visitor liaison and assists with visitor services activities and amenities for Museum and monitors status of Museum facilities and operations when open.

- **HIRING NOW:** Start date November 1, 2017
- **COMPENSATION:** Starting at \$15/hr
- **SCHEDULE:** VSM assistant is a part-time position and requires regular availability Friday 9am-10pm and Saturday and Sunday 9am-6pm, and for weekday and evening events
- **TO APPLY:** Send resume to [hr@wendemuseum.org](mailto:hr@wendemuseum.org), specifying the job you are applying for in the subject field, and including an email introduction describing qualifications and interest in the position and Wendé Museum

### **QUALIFICATIONS**

#### Ideal candidate

- Available to work as schedule requires
- Friendly with a professional manner
- Team player in a collaborative work environment
- Organized and detail-oriented
- Resourceful problem solver
- Able to multi-task, track multiple activities simultaneously, and prioritize conflicting needs

#### Skills Required

- Strong verbal communication skills, adept at interacting with a broad cross section of constituencies, including Board Directors, Museum visitors, community partners, press, government officials, current and prospective donors, and others
- Strong IT skills
- Ability to handle cash and other forms of payment, all error free

Experience Preferred but not required

- Undergraduate degree in business, history, arts, museum studies, education, or related field completed or in process
- Two or more years in full or part-time position of progressive responsibility
- Visitor service experience in a museum or performing arts setting
- Sales experience
- Experience working in Altru, Raisers Edge, Salesforce, or other constituent management system
- Experience with basic financial reporting and credit card processing systems
- Experience operating a variety of audiovisual equipment
- Experience with basic social media platforms

Additional Requirements

- At least 18 years old and either a U.S. citizen or a foreign citizen authorized to legally work permanently in the United States
- Working smart phone for use on job
- Not use illegal drugs and be able to pass a drug test with negative results (except when undergoing documented medical treatment)
- Ability and willingness to pass a background check, including criminal history, personal references, employment and education verifications, Department of Motor Vehicle, and credit checks

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Visitor Services Department

1. Serve as visitor service liaison to public and assist with gift shop, food service, tours, and other visitor activities
  - a. Welcome and direct visitors, respond to enquiries in person and by telephone and email, provide information about Museum, and distribute marketing and educational materials
  - b. Track attendance, receive visitor feedback, and collect visitor contact and marketing information
  - c. Work in constituent management system Altru
  - d. Process sales, receive on-site donations, conduct cash transactions, and process credit cards
  - e. Assist with opening and closing Museum
  - f. Assist with gift shop
  - g. Assist with food service
  - h. Assist with reservations for group tours
  - i. Direct visitors regarding audiovisual resources
  - j. Take appropriate action regarding access, safety, or security issues
- 2) Collaborate with Museum staff on management of events and educational programs and resources
- 3) Monitor status of Museum facilities and systems, ensuring public spaces are set-up and tidy for general operations and all types of programming and Museum equipment and systems are functioning properly, reporting as appropriate