



JOB POSTING

Date 1/25/2023

Visitor Experience Associate II

Two open positions:

- **Shift A** is 2 days per week, 12 - 15 hours (Thursday and Sunday 10:30a-5:30p)
- **Shift B** is 3 days per week, 18 - 20 hours (Wednesday, Friday, and Saturday 10:30a-5:30p)

Kirkland Museum of Fine & Decorative Art inspires people through the beauty of art and design presented in a unique and approachable way. The Museum carries on the curatorial vision established by Founding Director & Curator Hugh Grant (b. 1945), who was influenced by artist and educator Vance Kirkland (1904–1981). The Museum serves the general public and scholars through exhibitions, the loan of works and public programs.

The Visitor Experience Associate II will provide operational support, ensuring smooth retail operations and an exceptional visitor experience at the Welcome Desk, within the galleries and in the Museum Store. This position is an essential front-facing role that includes administrative assistance with operational focus areas within the department.

Ideal Candidate: We are looking for someone with a positive, solution-oriented approach, who provides exceptional customer service, and enjoys creating authentic and meaningful interactions with the public.

Keys to Success:

Motivated: You're a self-starter, willing to own a task and contribute to the success of the team.

Detail-Oriented: You have an ability to spot errors, revisit, and revise projects to provide the best quality of work.

Adaptable: You have flexibility and are dependable.

Confidence: You feel confident making decisions in the moment to promote the best outcome for all parties involved.

Kirkland Museum staff take pride in our standard of excellence; we are incredibly invested in our work and one another and are passionate about and inspired by the collection. The Museum's culture is built on the enjoyment of working collaboratively and supportively, where each staff member brings value or unique traits to the table.

Responsibilities

Museum Store

- Process accurate retail sales and complete cash register transactions using TAM Retail software and practicing proper cash handling procedures
- Provide exemplary and authentic retail customer service, with the ability to speak to the mission and brand of the Museum
- Unpack, tag and stock merchandise. Providing quality inspection during the receiving of product
- Maintain and create visually appealing merchandise displays, including attention to replenishment, organizing and regular cleaning

- Demonstrate the ability to provide customers with product knowledge, assist patrons in product selection and promote overall sales
- Maintain a friendly and helpful experience for customers, both in person, online and via telephone
- Assist with shipping and handling of customer items as needed using Shopify

Welcome Desk

- Greet, welcome and orient visitors, offering friendly assistance. Providing excellent customer service in an authentic and engaging manner. Answer questions, address comments & concerns. Assist guests with special accommodations
- Process admission transactions, membership purchases and retail matters using TAM Retail software. Verifying ticket and membership purchases using online Wufoo forms. Applying appropriate discounts and practicing proper cash-handling procedures
- Promote and advocate for Museum membership sales, looking for opportunities to create meaningful connections with visitors and invite them to support the institution through purchasing an annual membership
- Assist with the opening and closing of the Museum as needed, including arming/disarming building alarm
- Assist with the reception of large groups, getting groups oriented and checked in
- Report safety and security concerns to security personnel and senior staff
- Assist the department with administrative focus area as time allows
- Monitor the parking lot and validate patron and volunteer parking

Daily Operations Support

- Function as primary point-of-contact on weekends and in absence of senior staff:
 - Ensure smooth operations of day-to-day tasks, including opening and closing procedures, preparing registers at start/end of day, as well as cash control operations
 - Report operational issues (parking lot, IT, building maintenance) to Operations Director
- Confidently resolve any visitor issues with a solution-oriented approach, referring issues that require more diplomacy to the Visitor Experience Manager or other senior staff
- Demonstrate flexibility by providing support to the Visitor Experience team to ensure seamless coverage during busy times and filling in for staff breaks as needed
- Monitor galleries for the security of the collection and ensure that all guests abide by the Museum guidelines
- Help answer incoming calls and assist with deliveries
- Serve as point-of-contact during evening events such as member events, exhibition openings and other special events throughout the year, as needed

Schedule: Part-time, see shifts listed on page 1.

May include on-call and weekend support, with occasional evenings and additional hours as needed for special events and programs, including holidays.

Qualifications

- 3+ years of customer service experience in retail setting, cultural/non-profit setting preferred
- Demonstrated a successful supervisory role for at least a year
- Ability to analyze situations quickly and respond confidently
- Ability to keep and maintain accurate records
- Excellent organizational skills and attention to detail
- Exceptional written and verbal communication skills
- Computer proficiency, experience with Microsoft Office suite of products required

- Ability to learn new software quickly; experience with TAM Retail, Shopify and Wufoo a plus
- Must be able to take direction and work independently and as part of a team
- Must positively reflect Kirkland Museum's level of professional appearance and demeanor
- Physical requirements: Lifting/Carrying - heavy work may include routine lifting of a maximum weight of 50 lbs. Combination of sitting, standing, walking and climbing on a ladder
- Must be comfortable standing and walking in the galleries whenever visitors are present

Pay: \$19.00 per hour

Benefits

- Paid Birthday Holiday
- Free Parking
- Thanksgiving Holiday (the day after) 1.5x regular pay
- Sick pay
- 401(k) Retirement Plan
- Complimentary Kirkland Museum admission tickets for friends and families

How to Apply

Qualified candidates are invited to email their resume with a letter of interest; **please indicate which shift you are applying for (shift A or shift B)**. Visit our About Us page at KirklandMuseum.org. Send resumes to resumes@kirklandmuseum.org. Resumes will be accepted until the positions are filled.

Final candidate will be subject to a background check and pre-employment drug screen. Please, no phone calls.

As an equal-opportunity employer, Kirkland Museum is committed to advancing diversity within our organization. We are dedicated to creating and maintaining an inclusive and supportive work environment and providing employment opportunities to all qualified individuals. Kirkland Museum of Fine & Decorative Art does not discriminate against any person or organization based on race, sex, creed, color, religion, national origin, native language, ancestry, marital status, gender, sexual orientation, transgender status, gender identity, gender expression, genetic information, age, veteran status, military status, political service, affiliation, or disability.