

Position: Visitor Services Associate (Part-time) non-exempt

Department: Operations

Summary:

Visitor Services Associates are a collaborative, dynamic group of peers instrumental in creating positive first and last impressions and experiences for MOCA visitors by providing exceptional service. Reporting to the Director of Operations Visitor Services Associates meet and greet guests in a welcoming manner and are responsive and informative to visitors' needs. The ideal Visitor Services Associates will be hands-on, collaborative, energetic, customer oriented and possess a positive, friendly personality.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES:

- Represent MOCA with the highest standards in personal interactions, on the phone, in demeanor, appearance and dress.
- Communicate with the public in a personable, professional and knowledgeable manner.
- Process admissions sales, group tour admissions, gift shop sales, event registration and ticket sales (walk-in and phone), cash and credit card transactions accurately and efficiently filing daily reconciliation.
- Generate Museum memberships and cultivate repeat visitation through electronic communication sign-up.
- Keep daily attendance data and record appropriately on the public folder.
- Stay current on exhibitions, activities and programs. Attend pre-exhibition trainings.
- Address visitor concerns in a resourceful and courteous manner. Communicate visitor feedback to appropriate staff.
- Keep desk and gift shop area clean and organized, re-stock Museum handouts and retail items.
- Assist as needed with MOCA projects and departmental assignments.

Welcome Desk Activities:

Meet and greet visitors; provide information on current and upcoming exhibitions and programming; gather visitor demographics; offer member benefit information. Complete daily recordkeeping and register reconciliation. Answer and manage phone calls. Assist with studio school registration and event ticket sales. Follow credit card procedures. Keep Welcome Desk tidy and stocked with MOCA handouts.

MOCA Gift Shop Activities:

Responsible for the physical appearance of the gift shop to include: cleanliness, displays, stocking of retail items with correct pricing. Complete daily recordkeeping and register reconciliation.

Visitor Engagement and Gallery Attendant Activities:

Monitor galleries; lead and engage in conversations with visitors on works of art currently on exhibit. Ensures visitors do not touch works, or bring food or drink into the galleries. Communicates concerns and/or suspicious activity to Museum Security.

Gallery Teaching Activities:

Lead groups of visitors (children and adults) through the galleries for pre-scheduled, inquiry-based tours (Ongoing training provided).

REQUIRED QUALIFICATIONS:

High School diploma or equivalent and 1-2 years of customer service experience, Bachelor's degree a plus, interest or knowledge of museums and contemporary art strongly preferred, welcoming demeanor, dependable, punctual, high level of communication and public relations skills. Enthusiastic, encouraging and open to visitor's personal interpretations of a work of art, Must have operational knowledge of Microsoft Office, general office equipment, experience with ability to learn cashiering and sales transaction.

ADDITIONAL REQUIREMENTS:

During Museum hours Visitor Services Associates will rotate job functions throughout the day on a predetermined schedule. Rotations may include Welcome Desk /Gift Shop, Galleries and office work. Requires constant standing and walking throughout the day up to 8 hours with minimal rest breaks as well as constant engagement with the public. Must attend training sessions and be up to date on exhibition content and teaching strategies. Must be able to see, hear and communicate effectively with visitors. Must be able to lift up to 25 pounds unassisted.

TO APPLY:

Please complete the MOCA application found on this page and submit it with a current resume via email to: andrew@virginiamoca.org (no phone calls please).

Or, pick up application at 2200 Parks Avenue, Virginia Beach, VA 23451.

 **MOCA employment app.pdf**