



OUR COMMUNITY | OUR STORY

JOB DESCRIPTION | *Visitor Engagement Associate*

POSITION: Visitor Engagement Associate
REPORTS TO: Visitor Engagement Manager
STATUS: PT, Hourly, Non-exempt
HOURS: Variable hours; weekend and holiday availability required

The Visitor Engagement Associate (VEA) is responsible for providing high quality customer service to visitors of the museums, store, and Research Library and Archives operated by the San Diego History Center, which assists SDHC in fulfilling all aspects of our mission.

RESPONSIBILITIES (including but not limited to):

- Represent the San Diego History Center to the public, volunteers, and auxiliary groups in a positive and appropriate manner
- Perform Welcome Desk duties from opening to closing:
 - Greet and welcome all visitors, collect admission, prepare daily reports, respond to phone inquiries, check-in groups, direct deliveries and administrative guests to the appropriate department, provide visitors with information about the museums and surrounding areas
- Promote and sell memberships and program tickets
- Prepare the galleries for opening and closing and monitor public spaces throughout the day
- Protect the History Center's cultural property by enforcing gallery rules of conduct when needed
- Assist in the retail store when needed:
 - Receive, tag and display merchandise, handle purchase orders and vendor invoices, organize store, perform daily opening and closing procedures including daily deposits and balancing the register, and monitor inventory needs
- Communicate with the Visitor Engagement Manager regarding visitor feedback and incidents at the museum
- Follows Collections Management Policies and Procedures
- Assist multiple departments as needed (the amount of time spent on any department at any given time will fluctuate depending on needs and availability)
- Attend staff meetings and ongoing training as assigned
- Other duties as assigned

REQUIREMENTS

- High school diploma and/or some college preferred
- Position requires strong customer service and interpersonal skills
- Ability to communicate with others, including strong verbal skills
- Bilingual (English/Spanish) preferred
- Experience working in front of the public and cash handling
- Ability to multitask and remain flexible to accommodate SDHC needs
- Ability to use independent judgment to resolve situations as they arise
- Ability to work independently and as part of a larger team
- Valid CA Driver's License and reliable transportation with proof of liability insurance
- Physical Demands: The duties of this job include sitting, standing, bent over, kneeling, and lifting or moving objects up to 20lbs.; climbing stairs, and walking over varied terrain, repeated adjustments to varied lighting conditions, some museum spaces are not climate controlled and vary daily in temperature; some exposure to outdoor elements is necessary at some sites.