



OUR COMMUNITY | OUR STORY

Job Description | *Visitor Engagement Associate*

STATUS: Part-time, Non-Exempt (Hourly)

PAY RATE: \$15/hour

HOURS: 10 -15 hours/week; Thursday-Monday, and holiday availability required

REPORTS TO: Visitor & Volunteer Engagement Coordinator

DATE: March 2022

SUMMARY OF POSITION

Under the supervision of the Visitor & Volunteer Engagement Coordinator, the Visitor Engagement Associate (VEA) is responsible for providing high quality customer service and interpretation for visitors of the San Diego History Center (SDHC) museums (Balboa Park and Presidio Park locations).. The Visitor Engagement Associate must provide excellent customer service and is an advocate for SDHC while interacting with the public to advance the organization's Culture of Philanthropy.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Represent SDHC to the public, volunteers, and auxiliary groups in a positive and appropriate manner
- Perform Welcome Desk duties from opening to closing including:
 - Following procedures to safely open and close the museums
 - Greeting and welcoming all visitors; collecting admission donations
 - Providing visitors with information about the museums and surrounding areas
 - Promoting and sell memberships and program tickets
 - Record keeping and reporting within SDHC's constituent database
 - Responding to phone inquiries
 - Checking in groups; directing deliveries and administrative guests to the appropriate department
 - Monitoring public spaces throughout the day and enforce gallery rules of conduct when needed
- Communicate with the Visitor & Volunteer Engagement Coordinator regarding visitor feedback and incidents at SDHC locations
- Engage with guests to provide interpretation of museum exhibitions through one-on-one

- interactions and guided tours
- Follow Collections Management Policies and Procedures
- Assist multiple departments as needed/requested

Allocation of Responsibilities

- 80% visitor engagement & customer service activities
- 15% customer service & retail activities
- 5% other responsibilities as needed

REQUIREMENTS

- Strong customer service and interpersonal skills
- High school diploma required and some college preferred
- Ability to communicate effectively with others, including strong verbal skills
- Experience working with the public
- Cash handling/retail experience
- Skill in using computer programs like MS Office suite, Altru, Volgistics,
- Ability to multitask and remain flexible to accommodate SDHC needs
- Ability to use independent judgment to resolve situations as they arise
- Proactive attitude, creative and strategic thinker
- Knowledge about Balboa Park preferred
- Bilingual (English/Spanish) preferred

WORK ENVIRONMENT

- Museum and exhibit spaces
- Store/retail space

PHYSICAL DEMANDS

- Walking, sitting, squatting, standing, kneeling, balancing, manual dexterity, reaching above shoulders, grasping, pushing/pulling (15-60 lbs.), lifting (15-60 lbs.), carrying (10-60 lbs.)
- Climbing stairs, walking over varied terrain
- Repeated adjustments to varied lighting conditions and changing physical space conditions as would be expected in a museum setting; some spaces will have varied climate controlled conditions

ADDITIONAL RESPONSIBILITIES

- Valid CA Driver's License and reliable transportation with proof of liability insurance

EEO STATEMENT

SDHC believes that equal opportunity for all employees is critical to our continuing success. In accordance with state and federal law, SDHC will not unlawfully discriminate against any employee or applicant for employment on the basis of religion, race, color, national origin, ancestry, disability, marital status, gender, veteran status, sexual orientation, age, medical condition, registered domestic partner

status, or any other basis protected by state or federal laws. Opportunity is provided to all employees based on qualifications and job requirements. When necessary, SDHC makes reasonable accommodations for disabled individuals who request an accommodation in accordance with state and federal laws.

DISCLAIMER

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

SIGNATURE

Print Name

Signature

Date