



# Job Description |

## *Visitor Engagement Associate*

OUR COMMUNITY | OUR STORY

**STATUS:** Part-time, Non-Exempt (Hourly)  
**PAY RATE:** \$17/hour  
**HOURS:** 15+ hours/week, Wednesday – Sunday during all open hours and on certain holidays  
**REPORTS TO:** Visitor & Volunteer Engagement Manager  
**DATE:** October 2022

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### **SUMMARY OF POSITION**

Under the supervision of the Visitor & Volunteer Engagement Manager, the Visitor Engagement Associate (VEA) is responsible for providing high quality customer service to all guests of the San Diego History Center in Balboa Park and the Junípero Serra Museum in Presidio Park.

VEAs are responsible for a broad range of activities, including: positively engaging with guests at entry, in exhibition spaces, and at exit; selling exhibition experiences, special event/tour tickets, and memberships; responding to inquiries and questions about our facilities, exhibitions, programs, and services; overseeing access control and monitoring guest compliance with safety protocols. With appropriate training, VEAs may be responsible for leading museum tours, community outreach, and regular public programming.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Represent SDHC positively to the public, volunteers, and auxiliary groups.
- Follow procedures to safely and efficiently open, operate, and close the museums.
- Welcome all visitors, including special guests and other groups, and share information about the museums and the surrounding areas.
- Promote and sell exhibition experiences, event tickets/tours, and memberships.
- Collect admissions donations, and correctly process all financial transactions.
- Communicate and report information effectively and in a timely manner, both verbally and in writing.
- Monitor public spaces and enforce gallery rules of conduct when needed.
- Assist multiple departments as needed or requested.

### **Allocation of Responsibilities**

- 80% visitor engagement, customer service, & financial transaction activities
- 15% facility maintenance & reporting activities
- 5% other responsibilities as needed

## **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Possess an enthusiasm for working and interacting with guests of all ages, abilities, backgrounds, learning styles, and knowledge levels.
- Interact and collaborate with others in a clear, pleasant, and effective manner both verbally and in writing.
- Available to regularly work a schedule that includes weekdays, weekends, occasional evenings, and some holidays.
- Ability to “think on one’s feet” to calmly and appropriately use independent judgement to proactively resolve situations or adapt to changing circumstances.
- Experience working with the public with positive results.
- Proficient using computers, including the MS Office suite; experience with Altru/Blackbaud and Volgistics is preferred.
- High school diploma required; some college preferred.
- Knowledge of Balboa Park and Presidio Park preferred.
- Bilingual (English/Spanish) preferred.

## **WORK ENVIRONMENT**

- Museum and exhibit spaces

## **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

## **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**

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Print Name

Signature

Date