



GALLERY ASSOCIATE POSITION DESCRIPTION

Department: Guest Operations
Reports to: Guest Experience Manager
Date: Starting ASAP
FLSA Code: Non-Exempt
Hourly Rate: \$22/hour

Location: San Francisco
Status: Full-Time
Hours: Thursday-Sunday
(9:30 a.m. – 5:30p.m.)
Benefits: Eligible

JOB FUNCTION:

Gallery Associates offer exemplary guest service to the general public. In addition, this role offers guest service support in a variety of operational roles including gallery entrance, special exhibitions and museum galleries.

DUTIES AND RESPONSIBILITIES:

Guest Operations:

- Engage guests within Museum galleries in active observation and discussion to enhance overall museum experience.
- Provide information to the public regarding museum content, programs, ticketing, membership, directions, facilities, and other pertinent guest information.
- Stay up to date on museum policies and procedures in order to inform and assist guests.
- Respond to and resolve guest complaints and concerns, calling upon management as needed.
- Help to ensure the smooth operation and safety of public areas by monitoring guest traffic flow, guest safety, and assisting guests as needed. This includes maintaining room capacity and following safety protocols.
- Scan pre-paid guest tickets, membership cards, and other identification for admission to museum galleries.
- Maintain a professional appearance and demeanor, adhering to dress code provided.
- Assist with other duties as assigned from Guest Operations management.

KNOWLEDGE, SKILLS, AND ABILITIES:

Minimum Qualifications:

- High school diploma.
- Bilingual fluency, especially in Spanish, Cantonese, Mandarin, Japanese or other foreign languages, are highly desirable.
- Comfortable interacting with the public and guests throughout scheduled shift.

Skills and Abilities:

- Excellent customer service and communication skills.
- Demonstrated ability to engage effectively with culturally diverse audiences and audiences of varying age.
- Must be able to employ museum policies and procedures while exercising decisiveness, good judgment, and diplomacy when dealing with the public. Demonstrated ability to resolve guest situations.
- Able to work with a variety of people from various backgrounds and cultures.
- Must be available to work on weekends and holidays.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

- The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. Physical requirements include stooping, kneeling, bending, standing, squatting/crouching, crawling/kneeling, pushing/pulling, climbing (ladders), reaching above the shoulders, lifting of up to 50 lbs., lifting and transporting moderately heavy objects such as furniture, file cabinets, equipment, boxes, etc.
- Extended periods of standing and walking required for floor duties.
- Visual acuity is required for viewing computer monitor, examining tickets and receipts, and handling payment transactions.