



GALLERY ASSOCIATE POSITION DESCRIPTION

Department: Guest Operations

Location: San Francisco

Reports to: Guest Experience Manager

Status: Full-Time

Date: Starting ASAP

Hours: Thursday-Sunday
(9:30am–5:30pm)

FLSA Code: Non-Exempt

Hourly Rate: \$22/hour

Benefits: Eligible

JOB FUNCTION:

Gallery Associates offer exemplary guest service to the public in a variety of areas including museum entrance, special exhibitions, and museum galleries.

This role performs the job responsibilities as outlined for the roles of porch, greeter, ticket desk, scanning, gallery roaming, and cafe sales.

DUTIES AND RESPONSIBILITIES:

Guest Operations:

- Provide information to the public regarding museum content, programs, ticketing, membership, directions, facilities, and other pertinent guest information while demonstrating excellent customer service.
- Engage guests within museum galleries in active observation and discussion to enhance overall museum experience.
- Welcome guests and assist with wayfinding throughout the museum.
- Sell tickets and memberships at ticket desk.
- Assist guests with looking up their ticket orders and answering guest questions.
- Remain knowledgeable on ticketing information and museum policies.
- Scan tickets and membership cards for admission to museum galleries, films, and programs.
- Perform sales duties in the cafe as needed.
- Respond to and resolve guest complaints and concerns, calling upon management as needed.
- Help to ensure the smooth operation and safety of public areas.
- Provide guidance and instructions to guests in case of emergency.
- Maintain a professional appearance and demeanor, adhering to dress code provided.
- Must be reliable and on time for scheduled shifts.
- 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.
- Handling cash transactions including processing credit cards, gift cards etc..
- Demonstrated ability to engage effectively with culturally diverse audiences and audiences of varying ages.
- Able to work with a variety of people from various backgrounds and cultures.
- Must be able to enforce museum policies and procedures while exercising decisiveness, good judgment, and diplomacy when dealing with the public. Demonstrated ability to resolve guest situations.
- 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 accommodation 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.
- Visual acuity is required for viewing computer monitor, examining tickets and receipts, and handling payment transactions.