

# Honolulu Museum of Art

## JOB DESCRIPTION

<b>Job Title:</b>	Visitor Services Associate
<b>Department:</b>	Visitor Services
<b>Supervisor:</b>	Manager, Visitor Services
<b>Employment Status:</b>	Part-Time
<b>FLSA Status:</b>	Non-Exempt
<b>Work Hours:</b>	Tuesday 6:30pm-10pm, Wednesday 12pm-3:30pm, Thursday 6:30-10:00pm, Friday 6:30pm-10:00pm, Sunday 12pm-5pm.  Every third Sunday of the month 10:30am-5pm. Every last Friday of the month 5:30pm-9:30pm.
<b>Issue/Reissue Date</b>	10/16/2017

The Honolulu Museum of Art (HoMA) is an equal opportunity employer committed to recruiting and retaining a diverse, qualified workforce. The Museum strives to maintain a staff that works together to maintain its mission:

*To bring together great art and people to create a more harmonious, adaptable and enjoyable society in Hawai'i.*

Our Vision: To be a world-class institution with great collections of art and leading education programs. We will reflect changes that are happening in Hawaii, Asia and the world.

Conceived as an institution that would make Hawai'i an even better place to live, the Honolulu Museum of Art (HoMA) is committed to showcasing the highest quality art from around the world for the benefit of residents and visitors. Art and Education are central to the museum's mission, with 299,000 people visiting each year and 36,900 students participating in school programs both at the museum and throughout the community. The museum's art collection has grown into one of the most extensive in the United States, with a special emphasis on works of art that reflect the diverse communities that call Hawai'i home.

### **Job Summary:**

Part of the Art and Programs Department and under the general direction of the Manager of Visitor Services, the Visitor Services Associate is the primary point of contact for museum members and visitors to the Honolulu Museum of Art, Spalding House, and Doris Duke Theatre. Associates strive to provide consistent excellent customer service to ensure a world-class visitor experience at all museum entry points. Ideal candidates will have an enthusiastic willingness to assist members and visitors with all inquiries related to museum programming, events, and offerings. The Visitor Services Associates will attend routine enrichment training with museum supervising staff in departments such as curatorial, collections, security, and the theater.

### **Minimum Qualifications:**

- College degree and/or 1 year travel industry or customer service related experience with a point-of-sale system.
- Must enjoy working with the public, meeting new people, and partnering with volunteers.
- Must have excellent customer service skills and ability to assist and communicate well to a diverse group of people in a positive, professional, and courteous manner fostering strong customer relations.
- Able to exercise good judgment and maintain a calm demeanor in challenging situations.
- Able to travel back and forth between the Honolulu Museum of Art and the Honolulu Museum of Art Spalding House when necessary.
- Strong computer literacy skills.
- Must have an interest in the Honolulu Museum of Art and an enthusiastic willingness to assist visitors to the museum.
- Ability to work special events throughout the year as needed.

**Desired Qualifications:**

- Experience with cashiering duties, including end of day reconciliation.
- Experience with Tessitura ticketing system.
- Museum and/or arts non-profit experience.
- Interest in museums arts and culture.
- Self-starter who is committed to the museum's mission.
- The traits of honesty, integrity, enthusiasm, and perspective; a very strong work ethic, supported by commitment and follow-through.

**Essential Duties:**

- Welcomes all visitors to the museum in a friendly and professional manner.
- Keeps aware of all museum activities in all locations which includes Beretania Street, Spalding House, Art School, First Hawaiian Center, Shangri La, and Doris Duke Theatre.
- Maintains accurate knowledge of museum membership levels and benefits.
- Responds courteously to all inquiries. Remains calm and composed under all situations. Records customer service issues as necessary.
- Processes admissions, memberships, film, concert, and museum event tickets into museum point of sale system.
- Effectively promotes all museum programs and offerings.
- Keeps accurate receipts and reconciles point of sale system at end of day.
- Works scheduled shifts at both museum locations, Visitor Information Centers and at the Doris Duke Theatre box office.
- Answers switchboard/multi-line telephone in a clear and understandable voice; responds to inquiries regarding admission, location, exhibitions, events, films and performances, museum shops, and museum cafes. Forwards calls to appropriate department as necessary.
- Works effectively with volunteers.
- Attends enrichment training sessions as necessary.
- Collects accurate survey data when necessary.
- Provides necessary reliefs for all museum entry points.
- Assists with museum events as needed.
- Other duties as assigned.

**Traits and characteristics:**

Successful candidates should demonstrate a friendly and outgoing attitude as well as an ability to initiate and sustain momentum without close supervision. Exhibiting a polished presence, diplomacy, discretion, and a deep respect and understanding of the museum and its brand.

**Working Conditions and Atmosphere:**

The Visitor Services Associate works with minimum supervision. Work will often be performed with short deadlines and situations sensitive to the Honolulu Museum of Art. Regular office hours are required. Due to the nature of the responsibilities, evening and weekend work is sometimes required, and at times may be on an emergency basis.

The statements contained herein describe the scope of the responsibilities and essential functions of this position, but should not be considered to be an all-inclusive listing of work duties and requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

The Honolulu Museum of Art maintains a policy of nondiscrimination in all employment practices and decisions, ensuring equal employment opportunities for all qualified individuals without regard to race, color, ancestry, religion, sex, including gender identity and expression, national origin, age, disability, sexual orientation, marital status, arrest and court record, citizenship, credit history, military service, victim of domestic or sexual abuse status, genetic information, or any other characteristic protected by applicable federal, state or local law. This applies to both Honolulu Museum of Art employees and applicants for employment with the Museum. Any form of harassment of any employee because of any protected status is also prohibited.