Visitor Services Representative
POSITION ANNOUNCEMENT

<table>
<thead>
<tr>
<th>Dept: Visitor Services</th>
<th>Reports to: Visitor Services Manager</th>
<th>Direct Reports: None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type: Full-Time</td>
<td>FLSA: Non-Exempt</td>
<td>Date: January 2019</td>
</tr>
</tbody>
</table>

POSITION DESCRIPTION

The Visitor Services Representative's primary goal is to support the museum's mission to ensure that all visitors feel welcome and able to participate in the arts and cultural experiences offered by the Wadsworth Atheneum.

ESSENTIAL RESPONSIBILITIES

Visitor Experience:
- Welcome all visitors promptly in a warm and friendly manner.
- Offer all visitors an orientation to the museum, which may include instructions for using the map and details about tours, exhibitions, and programs.
- Keep informed about current and upcoming exhibitions and activities (using the museum website, calendars, and printed materials). Be mindful of visitors’ interests and offer suggestions that may strengthen their connection to the museum.
- Solicit, record, and evaluate customer feedback, and apply continuous improvement strategies.
- Freshen and restock visitor resources and spaces throughout the museum.
- Provide customized service, responding to each visitor's needs: extra directions about accessibility, assistive listening aids, mobile tours, tours in ASL and Spanish, parking, activities for children and families, wheelchairs, etc.
- Support staff, docents, trustees, membership, rental event staff, and auxiliary groups’ front-of-house needs.

Sales:
- Work independently to process transactions in Tessitura and online ticketing systems; includes adding and checking constituent records, identifying and reducing duplicates, group check-in, refunds, exchanges, etc.
- Process all sales transactions and balance the sales drawer accurately.
- Contribute to achieving museum-wide membership goals.

Administration:
- Work with the Visitor Services Manager and Visitor Services Supervisor to promote a congenial work environment: relay information from daily briefings, address staff concerns, and problem solve strategies for handling customer service situations.
- Support the recruitment, training, and performance of Visitor Services staff and volunteers. Regularly review written procedures and manuals and propose edits as needed.
- Coordinate the daily schedule to cover lunches and staffing needs.
- Assist with visitation reports, museum-wide events logistics calendar and other administrative tasks as assigned.
• Assist with outreach efforts to engage new audiences, including developing email contact lists, researching programs at other institutions, and managing records in Tessitura.
• Work collaboratively to apply continuous improvement strategies to visitor feedback.

MINIMUM REQUIREMENTS

Education and Experience:
• Experience in customer service: friendly with excellent communication and interpersonal skills.
• Bilingual (Spanish/English) fluency preferred.
• Experience with a point-of-sale system; Tessitura experience preferred.
• College degree and knowledge of art history preferred.

Skills and Abilities:
• Exceptional communication skills
• Strong attention to detail and excellent organizational skills
• Ability to respond quickly to unexpected challenges and shifting priorities
• Ability to juggle competing priorities and set and achieve goals
• Knowledge of and interest in art and museums
• Ability to work well both independently and collaboratively
• Aptitude in MS Office programs including Excel and Word

WORKING CONDITIONS

The work environment characteristics described here are representative of those an Visitor Services Representative encounters while performing the essential functions of the role:

While performing the duties of this job, the employee is frequently required to receive oral and written instructions in English and to clearly communicate in English in person, over the telephone, through email and other electronic means. Employee is required to move about their work area, and between galleries, ascend and descend stairs, and stand for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 25 pounds unassisted. The employee is required to visually or otherwise identify, observe and assess.

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by a Visitor Service Representative. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required to do this role.

DISCLAIMER

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

TO APPLY

We are a progressive, equal opportunity employer and all candidates are encouraged to apply. You can do so by sending a cover letter (noting the reason for your interest) plus your resume to: Staffing.VS@wadsworthatheneum.org

Please note “Visitor Services Representative” in the subject line.