
Visitor Services Representative

Flint Institute of Arts
1120 East Kearsley Street
Flint, MI 48503

OVERVIEW

The Visitor Services Representative promotes a positive visitor experience by ensuring the safety of visitors, staff, artworks, and facilities. The Visitor Services Representative ensures that the visitor's first and last impression of their experience at the Flint Institute of Arts is a positive one.

STATUS Part Time, Non-Exempt - Approximately 20+ hours a week

REPORTS TO Visitor Services Manager

ESSENTIAL FUNCTIONS

- Ensure a positive visitor experience by providing excellent customer service while ensuring the safety of visitors, staff, volunteers and works of art
- Take admissions, answer phones, reconcile daily cash, and other duties as assigned
- Peruse the galleries on a regular basis and assist guests with any questions
- Ensure accurate visitor counts
- Maintain a good working knowledge of the FIA's programs, exhibitions, collections, activities, staff and facilities in order to assist with visitor greeting and orientation
- Ensure a high level of security for the FIA facilities, grounds and, in particular, works of art
- Assist the FIA staff with mailings and other duties as requested
- Keep the front desk and lobby area clean and presentable for guests
- Check the bathrooms regularly for cleanliness

QUALIFICATIONS, KNOWLEDGE, SKILLS & ATTRIBUTES REQUIRED

- Demonstrated customer service skills
- High standard of professionalism
- Must be punctual, reliable and available to work weekends and some evenings
- Good written and oral communication skills; ability to communicate effectively
- Ability to exercise excellent judgment by carrying out established policies and procedures for visitor services, and security and safety of people, artwork and museum facilities in a complete, consistent and timely manner
- Flexibility, adaptability, and ability to change in a dynamically moving environment
- Must have the ability to remain calm in stressful situations and help resolve customer complaints
- Ability to adhere to museum policies and support management decisions in a positive, professional manner
- Perform other duties as assigned by the Director of Visitor Experience and the Visitor Services Manager

WORKING CONDITIONS

Work areas are inside, in a climate-controlled environment with light background noise. Shift times may vary to meet the FIA's requirement to staff the facility at all hours.

PHYSICAL ACTIVITIES REQUIRED FOR PERFORMING ESSENTIAL FUNCTIONS

Sitting/Standing/Walking: Approximately 50% of time is spent standing or moving around work areas. Balance of time (approximately 50%) is spent seated while working at a desk.

Speaking/Hearing: Clear diction and acute hearing are necessary for effective communication with co-workers, the public, and outside agencies, by telephone and in person.

Vision: Corrected vision close to 20/20 is necessary to effectively use the computer screens and interpret written information.

Lifting/Carrying/Pushing/Pulling: The ability to lift and carry weights up to 20 pounds.

Stooping/Kneeling: The ability to stoop and kneel is necessary for accessing supplies and performing inspections.

Reading/Handling: Good manual dexterity is necessary for computer keyboard use and for retrieving and working with appropriate paperwork, equipment, and supplies.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

TO APPLY: Please email your resume and cover letter to the Visitor Services Manager at adavis@flintarts.org. NO PHONE CALLS PLEASE

Work Remotely

- No

Job Type

- Part-time

Benefits

- Employee discount
- Flexible schedule

Schedule

- 8 hour shift
- Weekends as needed

Work Location

- In person