

Guest Services Associate

Position Summary:

Krasl Art Center's Guest Services Associate ensures that all guests are welcomed and valued, enjoy their experience, and receive the information they need to ensure a successful visit and return. Associates keep abreast of KAC's events, programs and classes, receive special training on exhibitions in the galleries, and administer gift shop, membership and ticket sales, and take class registrations. Associates interact with guests, staff and volunteers, in person and on the phone. Associates provide security to the KAC building, artworks and guests.

Job Type:	Part-Time, 6-20 hours per week, evening & weekend hours
Salary:	\$10 - \$11 per hour
Reports to:	Executive Assistant; this position works closely and communicates regularly with Curatorial & Education teams

Organizational Values

Krasl Art Center's mission is to inspire Meaningful Change & Strengthen Community through the Visual Arts. Staff members provide excellence, collaboration, innovation, creativity, respect and a sense of humor to advance the organization and accomplish this work.

Required Skills:

This position requires excellent customer service skills, a strong work ethic, flexibility, adaptability, teamwork and respect for others. Knowledge of basic office equipment, computer systems and POS software are required. A passion for art and promoting the creative communities is preferred.

Primary Responsibilities:

- **Customer Service:**
 - Greet all visitors and record attendance.
 - Invite guests to make a donation upon entrance.
 - Share information and promote current exhibitions, classes, programs and events, as well as arts and culture related events in the community.
 - Promote and make sales in the gift shop.
 - Answer the telephone professionally, share information, and forward calls.
- **Security/Event Hosting:**
 - Open and close the KAC building.
 - Monitor exhibition galleries to ensure safety of artwork during events.
 - Follow proper security and safety procedures including COVID-19 safety practices.
 - Early arrival and late departure may be required to support KAC events or event rentals.
 - Light physical labor (stacking chairs, etc.)
- **Other skills & tasks:**
 - Must be technologically savvy and able to wrangle complicated electronic systems.
 - Basic understanding of Google Suite is helpful.
 - Provide office staff support as needed.

- Perform basic cleaning and disinfecting duties.

To apply:

- Submit **letter of interest, resume** and **work availability** to office@krasl.org.
- Include last name and Guest Services in the subject line of the email (ie: Willis-Guest Services).

No phone calls please. This position will be filled in the month of May.

Organization Overview:

Krasl Art Center (KAC) is accredited by the American Alliance of Museums. KAC offers thoughtful exhibitions, engaging classes and camps, community events such as the nationally ranked Krasl Art Fair on the Bluff, outreach opportunities, and cultural exploration. KAC strives to provide excellent experiences for all visitors while fulfilling our mission to inspire Meaningful Change & Strengthen Community through the Visual Arts.

Physical Demands

- Regularly sit for long periods of time; walk, bend over, stoop, and kneel sometimes in outdoor elements
- Regularly use hands and fingers to handle objects, operate equipment such as a calculator, keyboard and mouse.
- Regularly use hands and arms to reach, lift, move, carry, pull and push files/objects up to 50 pounds while sitting, standing, climbing or walking.
- Regularly use eyesight for close vision, distance vision, color vision, depth perception, and the ability to focus.
- Regularly use the sense of hearing.
- Regularly speak clearly, using the English language.

The Fine Print This job description details the basic scope of responsibilities of the position but should not be considered all-inclusive. Additional duties should be expected, including some non-traditional work hours such as evenings and weekends.

This job description does not create an employment contract, implied or otherwise, other than an “at-will” working relationship.

We conform to all the laws, statutes, and regulations concerning equal employment opportunities and affirmative action. We strongly encourage women, minorities, individuals with disabilities and veterans to apply to all of our job openings. We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, disability status, Genetic Information & Testing, Family & Medical Leave, Sexual Orientation and Gender Identity or Expression, protected veteran status, or any other characteristic protected by law. We prohibit retaliation against individuals who bring forth any complaint, orally or in writing, to the employer or the government, or against any individuals who assist or participate in the investigation of any complaint or otherwise oppose discrimination.