

Guest Services Assistant & Guest Services Associate

Position Summary:

Krasl Art Center's Guest Services Assistants and Associates are the face of the organization, welcoming all guests and ensuring all feel valued and have the information they need for a quality arts experience. They keep abreast of KAC's events, programs and classes, receive special training on exhibitions in the galleries, administer gift shop, membership and sales, and take class registrations. These positions interact with guests, staff and volunteers, in person and on the phone. The Guest Service Associate will provide security to the KAC building, artworks and guests. Employees must adhere to any and all current Covid safety expectations.

Job Type: Part-Time, 6-25 hours per week, evening & weekend hours and some holidays.

Guest Service Assistant Pay:

\$10-\$11 per hour; eligible for promotion to Guest Services Associate if over age 18 and following a 30 day successful probationary period and security training.

Guest Service Associate Pay:

\$11-\$13 per hour with scheduled pay increase following 30 day successful probationary period and security training.

Benefits: Paid sick days.

Reports to: Guest Services Coordinator & Executive Assistant; this position works closely and communicates regularly with Curatorial & Education teams.

Organizational Values

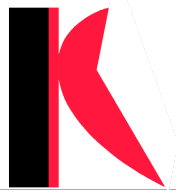
Krasl Art Center's mission is to inspire Meaningful Change & Strengthen Community through the Visual Arts. Staff members provide excellence, collaboration, innovation, creativity, respect and a sense of humor to advance the organization and accomplish this work.

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.

Guest Services Assistant & Associate 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.
 - Be knowledgeable of KAC as well as community cultural resources.
 - Promote local artists artwork and make sales in the gift shop.
 - Answer the telephone professionally, share information, and forward calls.
- **Other skills & tasks:**
 - Must be technologically savvy and able to wrangle complicated computer systems
 - Basic understanding of Google Suite is helpful.
 - Provide office staff support as needed.
 - Perform basic cleaning and disinfecting duties.
 - Light physical labor (stacking chairs, etc.)

**Guest Services Associate Additional Responsibilities:**

- **Security/Event Hosting:**
 - Open and close the KAC building, including security systems
 - 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.

To apply:

- Submit the following to office@krasl.org; **letter of interest** referencing work availability, **resume** or the linked [application](#), and reference letter from educator, coach, or employer attesting to reliability and trustworthiness.
- 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 as soon as possible.

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 outdoors.
- use hands and fingers to handle objects, operate equipment such as a keyboard and mouse.
- use hands and arms to reach, lift, move, carry, pull and push files/objects up to 50 pounds while sitting, standing, climbing or walking.
- use eyesight for close vision, distance vision, color vision, and depth perception.
- use the sense of hearing.
- 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.