

WORKHOUSE ARTS CENTER



JOB ANNOUNCEMENT

The Workhouse Arts Center is seeking a part time Visitor Services Associate (VSA) to serve as a primary customer service point of contact during open hours at the front desk in our primary administrative and gallery building.

JOB SUMMARY

Visitor Services Associates (VSA) are the first point of contact for most customers and visitors at the Workhouse Arts Center. Primary objective for the VSA is to provide truly amazing customer service for each visitor to the center, going above and beyond to ensure a remarkable experience. Additionally, the VSA greets each visitor, answers phone calls and addresses inquiries, responds to general emails, transacts sales, and presents a highly knowledgeable, very friendly, and professional response to all requests. This position frequently works independently. This position involves working with several departments, working weekends and evenings, and the ability to multi-task.

ROLE AND RESPONSIBILITIES

- General Visitor Service
 - Greet all visitors so that each customer feels appreciated, comfortable, and welcome. Address any and all questions. Maintain a strong awareness of activities on campus
 - Support the onsite artist and docent community
 - Support registration and ticket purchases in person, by phone, or by email
 - Answer phones and respond to voice messages during shift
 - Respond to or forward incoming email communication during shift, as appropriate
- General Support
 - Transact art sales. Collect sales information from all other buildings.
 - Address/answer questions regarding classes and performances
 - Manage incoming mail and packages as needed
 - Support volunteer efforts and volunteers for the campus
 - Assist with miscellaneous administrative tasks as needed for CEO and other staff
 - Responsible for opening and/or closing primary building, W-16
- Attend regular training and meetings as scheduled
- Perform other tasks as required / Other duties as assigned

PREFERRED SKILLS

- Highly skilled at providing outstanding customer service to each visitor, exceeding customer expectations
- Excellent phone skills
- Excellent writing, email, and communication skills
- Art handling and gallery skills a plus but not required
- Primary Software skills: Microsoft (Outlook, Excel, Word), Adobe Acrobat

EDUCATION/EXPERIENCE REQUIREMENTS

HS Diploma or equivalent
Prior experience in a similar customer service environment

ADDITIONAL NOTES

Workhouse Arts Foundation/Center is drawn to candidates who have a demonstrated ability to work creatively, think out of the box responsibly, and seek and pursue new ideas and changes in support of projects and our mission.

Anticipated Wage: \$13+/hour

To apply, please submit a cover letter and resume to resumes@workhousearts.org