

Position Description

Dunedin Fine Art Center Weekend Visitor Services Associate

Accountability: The Visitor Services Associate position reports to the Program Services Manager

Authority: The Visitor Services Associate has the authority to carry out the duties of the front desk and Gallery Shop within the framework of the duties designed.

Conditions of Employment: The Visitor Services Associate is a part-time position and subject to the Personnel Policy as set by the Board of Directors. Hours will be approx. 15-20 hours per week with weekend hours varying from week to week depending upon weekend class, workshop and event schedule. Remaining weekday hours may be spread between Thursday, Friday and will depend upon weekly needs.

Job Goal:

Create an excellent visitor experience by providing outstanding customer service through information sharing about all aspects of the Dunedin Fine Art Center.

Specific Duties and Responsibilities:

This front-line position is responsible for greeting and welcoming all the public who come into the Dunedin Fine Art Center (DFAC) and requires the ability to have excellent telephone skills, ability to retain a wide-range of information; to multi-task, and use computer skills. Knowledge of email, Word and Excel are necessary. The position is mainly one that requires disseminating information and taking information, including Class registrations, event registration, memberships and more.

- **Weekend Facility Responsibilities:** Unlock building in time for Gallery Hours, class or workshop instructor arrival. Open galleries, Gallery Shop, turn on lighting, check restrooms to see that toilet paper and paper towel dispensers are full and counter tops are clean. Turn on all stations in the Children's Hands On Museum (or direct Children's Museum volunteers do so). At closing, all exterior doors should be locked, lights turned off and restrooms checked.
- **Customer Service:** Welcome all visitors, whether in-person or over the phone in an engaging manner. Answer telephone and walk-in enquiries about curricula, class schedules, fees, events, membership and any other pertinent information. Direct incoming calls accordingly.
- **Registration:** for youth, teen and adult classes in conjunction with Education & Communications Assistant, Youth and Adult Education Directors.
- **Membership:** inform public about benefits of membership and help with joining new members and renewing memberships.
- **Logging Visitors, volunteers and tours:** use counter clicker to log in visitors
- **Computer work:** Use the Central Calendar and check it each day and ensure that the front desk is aware of day's events; membership roster is kept on desk top;

- **On-line Registration:** students will be registering using the internet and front desk will be required to know how this system operates and how to assist customers.
- **Use of credit card machine:** credit cards are used extensively when paying for services and use of equipment will be necessary.
- **Volunteers:** will ask volunteers to sign in using volunteer software
- **Gallery Gift Shop:** will be trained in how to use Point of Sale program and will have to assist whenever there is a customer but not a volunteer in the shop. Be prepared to assist shoppers with their store selections using suggestive selling
- **Collateral:** maintain all print collateral in the Lobby area
- **Clippings for archive:** maintain print clippings for DFAC marketing and grants
- **Maintain Clean Lobby Area**
- **Prepare Daily Cash-in Report**
- **Know fire, Safety and Emergency Policies and Procedures.**
- **Any other duties:** help other members of staff if there is time; and any other duties as assigned.

(Public:Job Descriptions:Visitor Services Associate Weekend 08/17)