



Visitor Services Associate

About Sonoma Valley Museum of Art

Sonoma Valley Museum of Art (SVMA) is the largest visual arts organization in the San Francisco North Bay region. With a budget of \$1.4 million, SVMA has approximately 800 members, a professional staff and a dedicated Board of Directors. On the occasion of the Museum's 20th anniversary, in 2018, SVMA completed a strategic plan and launched a multi-year fundraising campaign to fund the expansion of 4 key cultural and educational priorities. For more information on Sonoma Valley Museum of Art, please visit svma.org.

Position Overview

The Visitor Services Associate is a critical public-facing member of SVMA's small, energetic staff, who works closely with the Museum Store and Visitor Services Manager to maintain a highly effective interface with SVMA's visitors, members, volunteers, and the Sonoma community. They are an enthusiastic and perceptive "people person," with excellent organization, communication, and sales skills to operate the Museum's admissions desk and Store sales.

Admission Desk Responsibilities

- Reports to Museum Store and Visitor Services Manager, and works with Development & Marketing Staff on membership tasks.
- Serve as lead staff for the Museum's visitor admissions desk, and cross trained as a sales associate in the Museum Store.
- Track weekly visitor attendance and produce reports as requested.
- Throughout the week, process admissions, memberships, special events and public program ticket sales.
- Create, update, process, monitor and keep accurate accounts of event tickets in the database and SVMA website and produce reports and guest lists for all tickets sold.
- Ensure a quality, safe and secure experience for all visitors; maintaining light gallery maintenance, function, and appearance; monitors surveillance system.
- Help maintain the organization of the kitchen and event supplies; coordinate the catering set-up with volunteers for museum events.

Museum Store Responsibilities

(Report to Museum Store Manager)

- Perform store opening and closing procedures.
- Offer a unique high-level customer service experience, assisting customers with questions.
- Demonstrate in-depth product knowledge to effectively sell merchandise.
- Possess working knowledge of all exhibition-related merchandise.
- Work as a team to ensure each customer receives the best service possible.
- Maintain a clean, organized sales floor at all times.
- Keep displays stocked and well organized.
- Communicate any inventory and customer service issues to the Store Manager.

- Flexible to seamlessly work between the Museum Store and Admissions Desk as needed.

Qualifications and Skills

- Previous customer service experience - in retail, restaurant, or a museum setting - required; coursework, concentration, or related experience in the visual arts, a plus.
- Detail oriented with excellent organization, communication, and customer-service skills.
- Tech savvy; proficient with Mac OS, G-Suite, point-of-sales and database systems, MS Office.
- Successfully learn, use and operate the point-of-sale system, continually advancing technical skills.
- Accurately tabulate transactions, accept payments, count change, and perform reconciliation.
- Process each credit card, check, cash, gift card, and membership transaction accurately.
- Strive to continually improve the visitor experience, and advance selling skills.
- Flexibility to work alternate days, evenings, weekends, and tasks as needed.
- Ability to work productively in a public environment that can be both fast-paced and full of distractions or extremely quiet and solitary.
- Ability to appropriately and diplomatically handle sensitive information and communications with staff, Board, and stakeholders with integrity and confidentiality.

Physical Requirements

- The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Essential physical demands include sitting and standing for long periods, bending, walking and moving about. Communicating in a noisy, crowded public environment.
- Occasional physical demands include lifting up to 40 lbs., moving and stacking furniture and equipment, event set-up, etc.

Status/Compensation

- Part-time, non-exempt. 12-15 hours per week. Expected 3-5 hour shifts to take place Wednesday–Sunday, between 10:30am-5:30pm. Occasional evening shifts required.
- \$15.50 an hour & free SVMA Membership

Please send resume to: admin@svma.org.

Sonoma Valley Museum of Art (SVMA) is an Equal Opportunity Employer and does not discriminate on the basis of race, color, class, sex, gender, sexual orientation, disability, family/marital status, religion or other protected classes.

Updated: July 2021