



Visitor Services Associate

Part Time: 8- 16 hours per week

Applications Due: September 15, 2023

POSITION OVERVIEW

The Center for Craft, a national 501c3 nonprofit arts organization has advanced the understanding of craft in the United States for the last 25 years. Located in downtown Asheville, North Carolina, the Center's facility offers public galleries and a coworking space designed for and by makers, lecture and event space, and conference rooms where local creatives and national groups can gather to communicate, innovate, and be inspired. We believe that craft is for everyone.

The Visitor Services Associate works in coordination with the Operations Team to support the daily operations and visitor experience of the Gallery, Cowork, and Events at the Center for Craft. This position is responsible for a dynamic blend of visitor service, administration, operations, safety, and other duties as assigned. Public visibility requires maintaining a professional appearance and providing a positive and highly-engaged image to the staff, volunteers, and community public.

QUALIFICATIONS:

The ideal candidate will have studied or possess a strong working knowledge of Arts Administration, Art History, or a related field and will have experience with customer service. Candidates should be personable, well-rounded and highly organized with the ability to navigate multiple and diverse tasks and assignments; work with multiple technologies; troubleshoot and problem solve; and communicate effectively and courteously with a variety of people verbally and in writing. Proficiency with Microsoft Word, Excel and Google Drive is required.

JOB DUTIES INCLUDE:

- **General Operations:**
 - Open and close the building and areas within as scheduled.
 - Greet guests, answer phones, issue parking passes, sort and deliver mail.
 - Provide assistance to visitors in a professional, positive manner. Work to resolve visitor concerns and communicate to the appropriate staff to achieve resolution when needed.
 - Ensure a Center for Craft staff member/volunteer/intern is physically present at the Gallery front desk during all opening hours.
 - Restock frontline desk materials and maintain cleanliness of gallery and public spaces, including a professional work area.
 - Maintain working knowledge of safety and emergency protocol.
- **Accessibility:**
 - Ensure Center for Craft exhibitions, programs, and services are accessible to all audiences in coordination with the Gallery Manager, Operations Director and other key staff.

- Remain knowledgeable and adhere to all guidelines to ensure that all guests to the building have an equally positive experience.
- **Gallery:**
 - Serve as Gallery reservation lead. Check reservations regularly, answer questions directed by phone or email regarding visitation, recruit visitors, and lead tours.
 - Knowledgeably and personably engage gallery visitors by articulating the work of the Center and sharing up-to-date knowledge of exhibitions, programs, and events.
 - Ensure safety and security of artwork during shifts, monitor works daily and notify Gallery Manager of any changes as soon as they are noticed (artworks that have been moved, fingerprints, or other instability)
 - Keep records. Record and report on visitor numbers, contact information, and zip codes; collect and log visitor feedback; archive guest lists and assist with exhibition reports; track relative humidity and temperature and record.
 - Handle merchandise sales and assist with retail projects such as tagging, labeling, and restocking.
- **Coworking:**
 - Crosstrain and serve as coworking support at the coworking reception desk when scheduled (i.e. brew coffee, assist with conference room technology, etc.)
 - Remain knowledgeable about Cowork at Center for Craft plans, tour schedules, and onboarding process.
 - Provide support by welcoming, orienting, and billing Day Pass requests.
 - Maintain cleanliness of work area and shared spaces in Cowork.
- **Programs and Events:**
 - Provide support for both on-site/virtual programming and event rentals.
 - Perform setup and breakdown for programs and events including chairs, tables, and a/v.
 - Serve as check-in, technology, and operations liaison during programs and events.

SCHEDULE AND REQUIREMENTS:

This position will be scheduled to work approximately **8 to 16 hours per week** in addition to supporting weeks of increased activity or scheduling needs, including evening and weekends (not to exceed 29).

Pay Rate: \$20 per hour

To perform this job successfully, an individual must be able to work in the following conditions:

- Standing for long periods of time
- Lifting 30 lbs comfortably

TO APPLY:

The Center for Craft is an Equal Opportunity Employer. We do not discriminate against any individual or group of individuals on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, or veteran status. The Center encourages applications from candidates who can complement

the Center for Craft's Diversity, Equity, Accessibility, and Inclusion work by offering unique perspectives and understanding of issues impacting groups that have been traditionally under-represented in the field. Submitting an application does not constitute a promise or guarantee of employment.

Please send [application form](#), cover letter, and resume to Visitor Services Coordinator, Patti Behzad, at pbehzad@centerforcraft.org. No phone calls please. Offer of employment is contingent on successfully passing a background check.

ABOUT THE CENTER FOR CRAFT

Founded in 1996, the Center for Craft is the leading organization in the United States identifying and convening craft makers, curators, and researchers, and matching them with resources, tools, and networks to advance their careers. Over the years, the Center has become a vital community resource, serving thousands of visitors annually. As a national 501c3 nonprofit organization dedicated to advancing the field of craft, the Center administers more than \$500,000 in grants to those working in the craft field. Follow the Center at centerforcraft.org, and on [Facebook](#) and [Instagram](#).