Job Title: Visitor Experience Associate
Location: San Francisco, CA
Status: Full-time, Non-Exempt Employee
Reports to: Visitor Experience Manager
Revision Date: January 2023
Schedule: Wednesday-Sunday

Job Summary
The Visitor Experience Associate plays a key role by supporting the daily responsibilities of the Museum's admissions desk and retail operations, and staffing the front desk, serving as the initial welcome for all visitors. This position interfaces with the public and ensures that the general appearance of all work and lobby areas are well maintained. They serve as an ambassador for MoAD, proactively providing visitors with information about exhibitions, programs, and memberships, and setting the foundation for visiting the museum space. This department is responsible for overseeing both the physical and online MoAD bookstore, one of the only Black bookstores in San Francisco.

Key Responsibilities
Front of House Admissions and Retail (85%)
- Staff admissions desk, providing a confident and attentive presence for staff and visitors
- Promote and sell museum memberships
- Ensure quality service, effective merchandising, and a positive visitor experience
- Use point of sale (POS) system to handle bookstore operations
- Perform routine open/closing procedures, including cash handling, register functions, and end of day reconciliation
• Maintain visual appearance of bookstore through regular cleaning, organization, and visual merchandising; ensure integrity of inventory
• Be present as core in-house staffing at both private and public events as scheduled

Administrative Responsibilities and Department Operations 10%)
• Communicate with publishers and vendors to process book orders, and research book titles to grow the store’s retail network
• Support smooth departmental operations, such as maintaining files in Dropbox and updating Visitor Experience Department (VEX) documentation

Organizational Leadership (5%)
• Model organizational values, facilitate and participate in staff meetings, and actively contribute in support of current organizational priorities, particularly in relation to VEX initiatives

Other duties as assigned. This job description is not intended to be all-inclusive. The employee may be expected to perform other related duties to meet the organization’s ongoing needs.

Required Education, Experience, and Skills
• Minimum 1-year professional experience, preferably in museum, bookstore, retail, library, or a cultural non-profit
• Excellent customer service, proven experience with positive public interaction, and sales experience
• Familiarity with one or more of the following: African Diaspora literature, museum operations, contemporary visual arts, publishing, and/or bookstore operations
• Effective written and oral communications skills; able to write and speak clearly, and present information to a wide variety of internal and external stakeholders
• Experience with POS and database systems required; familiarity with Blackbaud Altru is a plus
• Strong computer skills, including MS Word, Excel and email, and the capacity to quickly learn and master new systems

Required Personal Attributes
• Commitment to institutional mission, vision, and values
• Demonstrated cultural competence, and a track-record of success working with diverse communities
• Strong interpersonal skills; works well in a deeply collaborative, highly fluid office culture
• Extremely organized, reliable, and punctual, able to balance competing priorities

Physical Requirements
• Ability to communicate via phone and email
• Ability to work at a computer for extended periods of time
• Ability to lift and carry 15 pounds such as when handling or unpacking inventory
• Available during required hours, including weekends and evenings; schedule may shift based on programs and event needs
In accordance with SFUSD policy, all MoAD employees providing in-person services at MoAD and partner school sites are required to be fully vaccinated against COVID-19; or if they cannot receive the COVID-19 vaccine due to disability or a sincerely held religious belief will instead show proof of a negative COVID19 test administered within 72-hours of the first entrance upon a District school site or facility and every week thereafter.

The pay rate ranges $25-28 an hour, full-time (35+ hours), full benefits.
Anticipated Start Date: March 2023

To Apply
- To apply please submit a cover letter and résumé to ilee@moadsf.org with the subject: Visitor Experience Associate.
- All inquiries will be considered and kept confidential. Please, no phone calls about this position.

Diversity makes us stronger. MoAD is committed to diversity in its programming and creating an inclusive work culture and environment that is reflective of the San Francisco Bay Area. We are an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, ethnicity, religion, sex, age, national origin, protected veteran status, disability status, sexual orientation, gender identity or expression, marital status, genetic information, or any other characteristic protected by law. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.