VISITOR EXPERIENCE LEAD ASSOCIATE

Department: Visitor Experience

Job Status: Part Time – approximately 25 hours per week

Work Schedule: Varying based on GRAM open hours

Date: August 7, 2023

Position Summary

The Visitor Experience Lead (VEL) works under the supervision of the Visitor Experience Assistant Manager (VEAM) and the Visitor Experience Manager (VEM) to ensure a constructive environment and positive visitor experience. The Visitor Experience Lead is responsible for assisting the VEAM and VEM in their training, research, and experience evaluation. The ideal candidate is a friendly and approachable individual with a proven track record of excelling in high pressure situations.

Two Visitor Experience Leads will divide the work week with some overlapping schedules to be expected. In the absence of both the Visitor Experience Manager and the Visitor Experience Assistant Manager, the Visitor Experience Leads are responsible for the operations of the Visitor Experience Team.

Essential Job Functions

- Cross train in all Visitor Experience part-time roles.
- Assist in supervising and facilitating guest experience in galleries.
- Maintain a professional, functional, efficient and welcoming front desk area and galleries.
- While acting as a VSA, actively solicit memberships and trains visitor services desk to do the same. Additionally, cash handling during exhibition admission, membership sales, and program fees.
- Provide guest perspective and assists in Museum programming and projects.
- Required to attend all staff meetings, exhibition walkthroughs, and special training. Would also prioritize working during Sundays, Holidays, Thursday evenings, GRAM internal events, and special events (as needed). They would also attend a weekly check-in meeting with the Visitor Experience Manager.
- Act as the primary Float while in the galleries and serve as point of contact for all Gallery Attendants. The VEL will be essential in helping the team decide if and how to escalate issues. In addition to performing the existing responsibilities of a GA, this would include tasks like managing operations for gallery activities, maintaining supplies for gallery activities, and maintaining stocks of GA cleaning supplies.
• Perform and assist in training of all responsibilities of Visitor Services Associates and Gallery Attendants. This would include working with the Visitor Experience Manager and the Visitor Experience Assistant Manager to ensure training is completed in a timely and effectual manner.
• Perform and assist in visitor and exhibition-based research and evaluation and contribute to ideation processes for visitor engagement.
• Assist managers in community outreach efforts and actions.

Knowledge, Skills, and Abilities

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skills and/or ability required. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The Visitor Experience Lead must display leadership skills and be able to communicate effectively with both children and adults in a courteous and professional manner. Able to work as a team member, receiving oral and written instructions from the supervisor. They must maintain a cooperative and pleasant work relationship with fellow employees, volunteers, and visitors. The Visitor Experience Lead needs the ability to remain calm and effectively prioritize tasks as multiple requests may be made by guests and coworkers.

• Minimum 1 year of supervisory experience.
• Customer Service experience is required.
• Intermediate to advance proficiency in conflict resolution.
• Cash and credit card handling.
• Intermediate to advance proficiency in Microsoft Office products including Word, Excel, Outlook, PowerPoint, Office 365.
• Public speaking skills is highly desired.
• Bilingual Preferred.
• Knowledge and Appreciation of Art and Art History preferred.

Please send resume and cover letter to careers@artmuseumgr.org

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