Visitor Experience Ambassador (Part-Time)
(multiple PT positions available $15/hour)

About The Museum of Art + Light (MoA+L)
www.artlightmuseum.org

Founded in 2021, and open to the public in fall of 2024, the Museum of Art + Light (MoA+L) is a contemporary art museum that explores the limitless convergence of visual art, the creative process and digital technology.

Our Mission—to bridge 21st century technology with the visual and performing arts to incite positive emotion, cultivate meaningful connections, encourage artistic exploration, and spark innovation.

MoA+L captivates audiences through the presentation of rotating exhibitions featured on three floors. MoA+L's exhibitions, whether displayed as physical fine art objects in an array of media, or as unique digital immersive experiences inspired by original works of art created by artists past and present, are shown together with narrative context and versatile arts-inspired programming. All exhibitions provide illuminating, multi-sensory experiences that connect and stimulate visitors—families, youth of all ages, artists, community partners, and educators alike to have conversation and make personal meaning.

Our Values—central to our mission is the promotion, understanding, and appreciation of the arts through educational experiences that foster self-reflection, enhance critical and creative thinking, produce emotional responses, promote well-being, and facilitate community and cultural partnerships.

Summary of Position
The Museum of Art + Light (MoA+L), located in Manhattan, Kansas, seeks several part-time individuals to fill the role of Visitor Experience Ambassador. This role is a key "front of house" position and involves forming the public's perception of and experience with the museum. Each Visitor Experience Ambassador is cross-trained in two museum areas—both of which are tied to customer service and experience. Each VE Experience Ambassador is responsible for monitoring visitors while they are in the building for the purpose of assisting with information dissemination and ensuring the safety of all visitors, artwork, and the museum gallery surroundings. Each VE Ambassador may also assist museum visitors in purchasing admission and memberships at the front desk when needed and using the POS system to do so.

The VE Ambassador is an hourly position, (hours will vary from 15 to 29 weekly), and each VE Ambassador will be scheduled in a variety of stations that will include 'roving' in the galleries as part of a weekly or per shift rotation at the discretion of the Manager of Visitor Experience, Volunteers and Group Sales. This position encompasses safety, hospitality, and sales. Visitor Experience Ambassadors ensure

that ALL museum visitors have a pleasant experience by being a welcoming, friendly and helpful presence at all times. This position is part-time with a flexible schedule, but staff in this position must be available to work Wednesday-Saturdays (between the hours of 9:30 a.m. and 5:30 p.m. and Sundays 11:30 a.m.-5:30 p.m. Some additional shifts may be available "after museum public hours" for scheduled public program events or private rental events. This position is an hourly non-exempt job and the total number of weekly hours will not exceed 29 hours per week.

Visitor Experience Ambassadors may be assigned other duties as directed during each shift which may include, but are not limited to: surveying visitors, data entry, and/or assisting with special event set-up or teardown of folding chairs/tables. All Visitor Experience Ambassadors must be computer literate—as under certain circumstances use of the Altru database system may be required to sell admission or enter data. The position involves sitting or standing for periods of time and walking/moving through gallery spaces.

Reports to: This position will report directly to the Manager of Visitor Experience, Volunteers and Group Sales who serves as the supervisor for all VE part-time team members. Senior leadership may also provide guidance during particular shifts if the Manager is not available. This position collaborates with Collections, Education, Exhibitions and Marketing. Visitor Experience Ambassadors work closely with Building Security to report suspicious behavior/handle visitor and building emergencies and monitor security while on the floor.

Requirements
Visitor Experience Ambassadors play a critical role in providing excellent visitor and customer service, assists with visitor safety/gallery security, and provides general museum support. This position requires professionalism, decorum, responsibility, a positive attitude, flexibility, punctuality, friendliness and cooperation/collaboration with peers and supervisors.

Duties & Responsibilities:

- Monitors an assigned area of the Museum and stays constantly alert to protect visitors and artwork on display.
- Discreetly and non-intrusively monitors visitors in order to avoid damage (either intentional or accidental) to art, takes action and notifies security managers and others of any potential problems or suspected issues as needed.
- As a front-line "first impressions" representative of the museum, helps assure that visitors have a pleasant experience by smiling when seeing/greeting visitors, making eye contact and making visitors feel welcome.
- Courteously provides visitors with assistance, museum information and directions when needed.
- Tactfully and courteously explains policies when visitors are not complying.
- Handles admissions sales under certain circumstances in a professional and efficient manner and suggests cost savings of memberships and or other museum offerings when appropriate.
- Under certain circumstances handles cash, checks, and/or credit card information and is responsible for making change, processing transactions correctly and skillfully.
- Provides "above and beyond" customer service.
- Controls access to galleries and monitors safety hazards.
- Reports visitor and artwork incidents immediately to security managers.
- Is familiar with the museum's emergency plan and evacuation procedures.
- Assists in opening and/or closing the museum galleries, cash drawers, and POS systems if required.

- Performs other duties as directed.

Desired Qualifications, Experiences, Skills, and Abilities:

- The ideal candidate will possess excellent interpersonal and public relations skills and present themselves in a friendly, personable manner.
- Speaking to the public, greeting them and answering questions and solving problems is required.
- This position requires good hygiene--a neat, clean and professional appearance is required at all times when working with the public in this position (a uniform and nametag is required and will be provided).
- An interest in learning and knowledge of contemporary art is helpful.
- An ability to sit or stand for long periods of time is required.
- Computer skills and/or using a keyboard, laptop or table and/or screen is required.
- Good communication skills is required.
- An ability to remain alert and observant at all times is required.
- A high school diploma is required. Additional education is desired.
- Previous work experience in customer relations is required. Experience with sales and/or using POS systems and databases is desired.
- An ability to foster trust and keep sensitive museum information confidential is required.
- Must be self-aware, self-regulated, motivated, and empathetic.
- Flexibility on the job and an ability to trouble shoot is required.

To be considered for this opportunity, submit a resume and cover letter to lrowell@artlightmuseum.org

Submission Deadline: This job listing will remain open until the first interview phase is complete or until enough qualified candidates have been identified. Multiple part-time positions exist in this role in the museum. NOTE: Incomplete application materials may not receive full consideration for the position.

Physical Job Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires the ability to move, stand, sit, and or lift small objects. Performing the duties of this job, the employee is regularly required to perform semi-skilled movements such as operation of a computer keyboard, telephone, calculator, paper cutter, and other office equipment. The employee is regularly required to exert light to medium physical effort in work involving lifting, carrying, pushing, walking and/or standing for prolonged periods of time, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching, or crawling. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities require close vision, color vision, and the ability to adjust focus.

Salary Range: $15/hour as scheduled. (Range of Annual Salary=$11,700-$23,400 working between 15-29 hours weekly). Working shifts will be scheduled Wednesday-Sunday between the hours of 9:00 a.m. and 6:00 p.m. Some evening shifts for special scheduled events may exist.