Visitor Services Representative

Position

If you're excited about connecting to your local history, and connecting with others, please consider working with the Santa Barbara Historical Museum! The Museum is seeking an enthusiastic and helpful candidate to join our Visitor Services Representatives team this summer!

Part time, non-exempt, reports to Education & Visitor Experience Manager. Part-time schedule of 15-20 hours per week available, average 5.5 hour shifts during Museum operating hours Wednesday-Sunday 12-5pm, 12-7pm (Thursdays). Evening hours are required in addition to special event coverage.

To Apply

Please provide us with a cover letter, resume and 3 references with contact information.

Overview

The Santa Barbara Historical Museum seeks an ambitious, and empathetic team member to provide outstanding customer service and contribute professional, functional, and hospitable support to all Museum visitors and staff. Responsibilities include:

Visitor Services

• Work alongside Visitor Services colleagues to perform daily Museum opening and closing tasks and responsibilities.
• Enthusiastically greet entering visitors and successfully communicate general information about the Museum including admission, directions, current/upcoming exhibitions, current/upcoming events, membership, and special activities.
• Accurately answer visitor questions regarding a wide variety of topics including general Santa Barbara history questions, directional inquiries, and inquiries about tourism & other attractions in the Santa Barbara area.
• Assist visitors with directions around the Museum building and campus.
• Attentively monitor and control visitor flow into, within, and out of Museum spaces and galleries.
• Facilitate effective communication between all Museum staff, forwarding all written and oral messages to the appropriate staff member in a timely and efficient manner.
• Eagerly collect visitor experience feedback and resolve visitor issues or complaints in a tactful manner, reporting all feedback to the Education and Visitor Experience Manager.
• Perform other duties as assigned.

Summer ONLY Opportunity: SBHM Booth at El Mercado de la Guerra, August 2-5, flexible shift hours between 10am to 9pm.

Visitor Services Representatives will manage the Historical Museum Mercado de la Guerra booth through Santa Barbara's Old Spanish Days Fiesta Festival. VS Representatives share with visitors about the festival's history through pop-up interpretive panels, assist visitors with merchandise transactions, and promote the Museum's Project Fiesta exhibition.

Museum Store

• Work one-on-one with the Museum's Store Manager to oversee daily store operations including processing online and instore orders, inventory tracking, budgeting, and restocking and receiving merchandise.
• Facilitate shipping of in-store, phone, and online orders made through the Museum's online store and Amazon store.
• Competently answer visitor inquiries about Store merchandise including pricing, quality, quantity.
• Manage ongoing relationships and communication with merchandise vendors and designers.
• Maintain an expert knowledge of Museum membership levels to effectively sell and process memberships.
• Expertly utilize ShopKeep point of sale system for membership and Store sales.
• Handle cash, card, and check transactions.
• Maintain a clean and organized store appearance and assist with keeping Museum lobby tidy.

**Education & Programs**

• Provide exemplary hospitality service to guests and members during programming events such as lectures, receptions, galas, etc.
• Assist with set up/break down of Museum programming events such as lectures, receptions, galas, etc.
• Work one-on-one with the Museum’s Education Manager to develop and implement inclusive tours, tour training programs, curriculum, programs, activities, and outreach for students and adults.
• Assist Museum Education Manager with leading adult tour groups, student tours and activities, tour check in, and gallery supervision.
• Assist with the Museum’s public relations efforts including posting of events and news briefs to the Museum’s social media channels and community calendars.
• Consistently promote Museum educational activates, programs, events, and tour with every visitor.

**Library & Collections**

• Work one-on-one with the Museum’s Head Archivist on Library related projects as needed, such as data entry, database record management, and digitization.
• Work one-on-one with the Museum’s Collections Manager on Collections related projects as needed, such as data entry, database record management, physical inventory cataloging and organization.
**Skills, Knowledge & Abilities**

- Must be able to consistently refer to and utilize resources provided during training, be willing to learn new skills, and memorize information quickly and in a competent manner.
- Must be able to interact confidently with various personality traits, groups of all ages and backgrounds, and continue to maintain a professional demeanor with both Museum visitors and staff.
- Must be timely, efficient, adaptable to various work environments, and flexible to the changing needs of each day.
- Must be able to lift 25 pounds and stand for extended periods of time.
- Must be willing to work outdoors in adverse weather conditions including rain, cold, and heat.
- Bilingual English/Spanish a plus.

**Minimum Qualifications**

- Must have proficient telephone and computer skills, ability to use Microsoft Office, Word, Excel (social media, design, and web-based skills also desirable).
- High school graduate or GED required.
- Two-year retail sales or guest service experience required.
- Proficient cash handling skills, telephone and computer skills required.

**Job Type: Part-time**

**Salary:** $16.00 per hour

**Benefits:**
- Employee discount
- Flexible schedule