CITY OF TEMPE
Part-Time Employment Opportunity

Community Services Department • Arts & Culture Division • 809 E Southern Ave • 480-350-5100 • www.tempe.gov/museum

Visitor Services Assistant
(Art and Culture Division – Tempe History Museum)

Closing Date: Open until filled; first review of applications on January 15, 2020
Hourly Wage: $12.00-14.00 per hour
Work Schedule: 15-19 hours per week on Saturdays, Sundays and some evenings

This is a non-benefited position.

Tempe Arts & Culture seeks a Visitor Services Assistant to work at the reception desk of Tempe History Museum. Tasks include greeting and providing information to visitors; answering main phone and directing calls; assisting rental customers; monitoring and responding to issues in the public spaces; customer services and sales for the Museum Store; assisting with set-up for events and programs; and assist with administrative tasks. This role requires excellent customer service skills, consistent and reliable attendance; ability to be flexible; serve a variety of customers in a friendly manner.

Education and/or Experience: Requires excellent customer service and computer skills. Must have good written and verbal communication skills. An interest in community history is desirable.

Essential Job Functions:

• Serve customers and visitors to the museum by providing front desk coverage and museum-related information; monitor and assist patrons in the community room, lobby, museum store and gallery.
• Assist museum staff in preparation and set-up of programming and events. Staff evening events as scheduled.
• Weekend oversight of the facility, including opening, closing and securing the building; monitor public spaces and respond to issues.
• Cash handling and point-of-sale system operation for museum store and rental customers. Track and report attendance.
• Assist with administrative tasks such as typing, entering data, placing and receiving phone calls; communicating with staff, volunteers and visitors in person, via email and by written correspondence.
• Assist in posting information about events online and other tasks related to promoting events.
• Opportunity to work on an on-call basis for other shifts outside of regular schedule as needed and able.
• Other related duties as assigned.

Applicant Requirement: Requires successful completion of selection process, completion of background investigation and verification of identity/work authorization.

Email Resume and Application to: Museum@tempe.gov
For questions, please contact: Brenda Abney or Amanda Martin at 480-350-5100

An equal opportunity/reasonable accommodation employer