

# CITY OF TEMPE

## Part-Time Employment Opportunity



Community Services Department · Arts & Culture Division · 809 E Southern Ave · 480-350-5100 · [www.tempe.gov/museum](http://www.tempe.gov/museum)

### Visitor Services Assistant

(Arts 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](mailto:Museum@tempe.gov)**

For questions, please contact: Brenda Abney or Amanda Martin at 480-350-5100

*An equal opportunity/reasonable accommodation employer*