di Rosa Center for Contemporary Art

POSITION TITLE: Visitor Services Associate
REPORTS TO: Director of Education and Civic Engagement
CLASSIFICATION: Full-time, Non-exempt

Summary: The Visitor Services Associate is the key customer service point of contact by phone and email for the public when they schedule their visit to di Rosa, and coordinates arrangements for public, private, and school tours. Responsible for tour reservations, and use of the site, the position collaborates across all di Rosa departments and with other staff to ensure and maintain the highest quality visitor experience. This non-supervisory position reports to the Director of Education and Civic Engagement and works closely with the Visitor Services team.

Responsibilities:

1. Tours and Reservations (45%)
   - Utilizing the Patron Manager system, ensure the scheduling and confirmation of tour, program, and event reservations. Schedule and confirm reservations via phone and email as necessary.
   - Work collaboratively with Visitor Services staff, Education and Civic Engagement Coordinator, and docents to assist with late arrivals and special transportation requirements.
   - Coordinate tour support for docents in cooperation with Education and Civic Engagement Coordinator.
   - Work in coordination with Education and Civic Engagement Coordinator when scheduling tours and determining visitor needs.
   - Oversee data management of the Patron Manager software, including programming, scheduling, payment, and attendance reports.

2. Interdepartmental Support (25%)
   - Provide weekly program and tour attendance reports to all staff.
   - Prepare and distribute monthly and annual reports with visitor statistics.
   - Assist with on-going development of Patron Manager software.
   - Train other di Rosa staff members in Patron Manager as necessary.
   - Update voicemail greeting on di Rosa phone system and provide support to Director of Marketing & Communications manager to ensure visitor information accuracy on the website.
   - Provide updates to the shared Outlook calendar.
   - Participate in interdepartmental meetings as requested.
   - Participate in the interdepartmental events scheduling meeting.
   - Participate in di Rosa events as requested.

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3. **Education Department and Visitor Services Support** (25%)
   - Train Gallery 1 Reception staff and Host volunteers in Patron Manager; maintain and update all training manuals.
   - Provide support to Visitor Services reception and retail operations as needed.
   - Address or delegate visitor issues or complaints.
   - Communicate visitor feedback to staff and assist in visitor experience assessments.
   - Assist with the development of policies and procedures for Visitor Services team.
   - Participate in departmental meetings as requested.
   - Conduct outreach to local schools about di Rosa tours and programs.
   - Assist with preparation and implementation of visitor surveys and collect and analyze data.
   - Assist with other duties as assigned.

4. **Hosted Site Events** (5%)
   - Respond to inquiries and provide information to the public.
   - Schedule site tours with potential users.
   - Act as a reference for other staff members managing the site event along with Facilities staff.
   - Research photo shoot and event fees of comparable institutions and make recommendations.

**Requirements:**
- Available Sunday through Thursday and occasional Saturdays and evenings for programs and events.
- Bachelor’s degree, with a minimum of 3 years work experience.
- Strong communication, professional, organizational, and interpersonal skills.
- Detail oriented.
- Tactful and empathetic in approach to customer service.
- Good problem solver with ability to make quick and sound decisions.
- Ability to simultaneously work on multiple projects and meet deadlines; excellent time management skills.

**Working Conditions:** Applicants must be comfortable with and enjoy nature, including native waterfowl and domestic peacocks that roam freely on the grounds. Must possess a car and valid driver’s license and be willing to work occasional nights and weekends.

**Physical Demands:** This position will include a moderate amount of moving between buildings and on event sites. It requires an ability to stand, walk, move and remain active consistently and for lengthy periods. Ability to lift 25 pounds. Ability to perform routine bending, stooping, twisting, and reaching. 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.
To apply, please provide the following:

- Resume with education, employment history, and contact information for 3 references
- Cover letter addressing your interest in the position

Application materials should be emailed in PDF format with “Visitor Services Associate” in subject line to: education@dirosaart.org

No phone calls please.

Please note: di Rosa Center for Contemporary Art is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, ancestry, religion, sex, gender or gender identity, national origin, disability, age, citizenship status, marital status, Vietnam era or special disabled veteran’s status, sexual orientation or other basis protected by law. di Rosa makes reasonable accommodations for qualified applicants and employees with disabilities as defined by and in compliance with California law.

About di Rosa: di Rosa Center for Contemporary Art is a catalyst for transformative experiences with contemporary art of Northern California. The nonprofit art center presents dynamic exhibitions and educational programs for all ages and houses the foremost collection of contemporary Bay Area art in the world. A wide range of styles, media, and subject matter provide an overview of the creative energy and freedom to experiment that characterize this region of California. di Rosa features three galleries, a sculpture park, a 35-acre lake, and a wildlife preserve, all located on 217 scenic acres in Napa Valley’s famed Carneros region. For more information, visit dirosaart.org.