



di Rosa

di Rosa Center for Contemporary Art

POSITION TITLE: Visitor Services Representative
REPORTS TO: Visitor Services Manager
CLASSIFICATION: Non-exempt, Part Time
WORKDAYS: Fridays, Saturdays & Sundays

Summary:

The Visitor Services Representative reports to the Visitor Services Manager and is primarily responsible for providing a welcoming presence and excellent customer service for visitors to di Rosa. Critical areas of responsibility include collecting admission by using a point-of-sale software system and providing a general orientation for visitors (including, upon request and as necessary, rules, site logistics, tour details, and organization information). The position also is charged with setting up ticketing and the retail store for the upcoming year. This position will be an integral member of the reopening team. Specific responsibilities include the following:

RESPONSIBILITIES

Visitor Services (60%)

- Greet the public entering di Rosa and collect admission using a point-of-sale software system
- Provide information to the public about their visit
- Answer general phone and e-mail inquiries, or forward to appropriate persons
- Provide support and current information to volunteers, such as updates or changes to visitor information
- Provide support to Visitor Services Manager as needed
- Opening and closing of Gallery 1 software system including end of day reporting
- Solicit visitor feedback to share with staff
- Expediently communicate visitor issues or needs to the appropriate staff

Membership and Retail Support (20%)

- Process memberships and sales of retail merchandise through Point of Sale Systems
- Keep di Rosa visitor information, program collateral, and membership materials properly updated and neatly displayed
- Set up front-of house retail and storage areas for 2021, utilizing current COVID safety protocols

Gallery Management (10%)

- Open and close galleries promptly as scheduled in cooperation with facilities staff
- Turn on appropriate lighting
- Open and/or close the electronic front gate in accordance with public open hours and as needed for deliveries and special visitors
- Provide support and information for volunteers
- Report any artwork concerns to the Collection and Special Projects Manager

Education and Civic Engagement Departmental Support (10%)

- Stay informed about di Rosa programs and events so as to communicate the appropriate information to the public
- Attend weekly VS/ED check in
- Other Duties as assigned

QUALIFICATIONS

- 2 years in the visitor services trade on a large campus
- Dependable, punctual, courteous, discrete, and possess excellent customer service skills
- Ability to work effectively with people of diverse cultural backgrounds
- Ability to work weekends and occasional nights and holidays as necessary
- Ability to work well independently; proven resourcefulness and a problem solver
- Interest or background in the arts strongly preferred

Working Conditions: Applicants must be comfortable with and enjoy nature. Must possess a car and valid driver's license and be willing to work weekends and occasional evenings.

Physical Demands: The Visitor Services Representative position requires an ability to stand, walk, move and remain active consistently and for lengthy periods. Ability to lift 50 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.

About di Rosa: di Rosa Center for Contemporary Art presents contemporary exhibitions and educational programs for all ages and maintains a permanent collection of notable works by artists living or working in the San Francisco Bay Area from the mid-twentieth century to the present day. A wide range of styles, media, and subject matter provides an overview of the creative energy and freedom to experiment that characterize this region of California. Protected in perpetuity under the Napa County Land Trust, di Rosa features multiple galleries, a sculpture park, and a 35-acre lake, all located on 217 scenic acres in Napa Valley's famed Carneros region. For more information, please visit www.dirosaart.org.

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.