Please submit a letter of interest of no more than one page, a resume and 3 dates/times that work for a phone interview to vex@moadsf.org with Visitor Experience Associate in the subject line.

The Visitor Experience Associate plays a key role by supporting the daily responsibilities of the Museum’s admissions desk and retail operations, and staffing the front desk, serving as the initial welcome for all visitors. This position interfaces with the public, supports the Museum’s retail operations, and ensures that the general appearance of all work and lobby areas are well maintained. The Visitor Experience (VEX) Department is the first point of contact for visitors to MoAD. This department serves as an ambassador for MoAD, proactively providing visitors with information about exhibitions, programs, and memberships, and setting the foundation for visiting the museum space. Representing the public facing aspects of the Museum, the Visitor Experience Department is a critical component of facilitating quality engagement for the Museum’s visitorship. This department is responsible for overseeing both the physical and online MoAD bookstore, one of the only Black bookstores in San Francisco.

**Key Responsibilities**

**Front of House Admissions and Retail (85%)**

- Staff admissions desk, providing a confident and attentive presence for staff and visitors
- Orient, direct, and inform visitors to MoAD exhibitions, programs, and other onsite events, as well as MoAD’s history and its place in the downtown arts ecosystem
- Promote and sell museum memberships
• Ensure quality service, effective merchandising, and a positive visitor experience

• Use point of service system to handle bookstore operations

• Perform routine open/closing procedures, including cash handling, register functions, and end of day reconciliation

• Maintain visual appearance of bookstore through regular cleaning, organization, and visual merchandising; ensure integrity of inventory

• Be present as core in-house staffing at both private and public events as needed

Administrative Responsibilities and Department Operations 10%)

• Communicate with publishers and vendors to process book orders, and research book titles to grow the store’s retail network

• Support smooth departmental operations, such as maintaining files in Dropbox and updating VEX documentation

Organizational Leadership (5%)

• Model organizational values, facilitate and participate in staff meetings, and actively contribute in support of current organizational priorities, particularly in relation to VEX initiatives

• Contribute to development efforts, which might include drafting or reviewing VEX-related content for grants or proposals, supporting relationships with key stakeholders and funders, and/or assisting with special events.

• Other duties as assigned. This job description is not intended to be all inclusive. The employee may be expected to perform other related duties to meet the ongoing needs of the organization.

Required Education, Experience, and Skills

• Minimum 1-year professional experience, preferably in museum, bookstore, retail, library, or cultural non-profit

• Excellent customer service, proven experience with positive public interaction, and sales experience

• Familiarity with one or more of the following: African Diaspora literature, museum operations, contemporary visual arts, publishing, and/or bookstore operations

• Effective written and oral communications skills; able to write and speak clearly, and present information to a wide variety of internal and external stakeholders
• Experience with POS and database systems required; familiarity with Blackbaud Altru is a plus
• Strong computer skills, including MS Word and email, and the capacity to quickly learn and master new systems.

**Required Personal Attributes**

• Commitment to institutional mission, vision, and values
• Demonstrated cultural competence, and a track record of success working with diverse communities
• Strong interpersonal skills; works well in a deeply collaborative, highly fluid office culture
• Solid math skills and attention to detail, for cash handling, inventory tracking, etc.
• Extremely organized, reliable, and punctual, able to balance competing priorities

**Physical Requirements**

• Ability to communicate via phone and email
• Ability to work at a computer for extended periods of time
• Ability to lift and carry 15 pounds such as when handling or unpacking inventory
• Available during required hours, including weekends and evenings; schedule may shift based on programs and event needs

In accordance with SFUSD policy, all MoAD employees providing in-person services at MoAD and partner school sites are required to be fully vaccinated against COVID-19; or if they cannot receive the COVID-19 vaccine due to disability or a sincerely held religious belief will instead show proof of a negative COVID-19 test administered within 72 hours of the first entrance upon a District school site or facility and every week thereafter.

Pay rate: $22.50/hour, full-time (35+ hours), full benefits.
Anticipated Start Date: March 21, 2022