



**POSITION:** Visitor Experience Associate

**TYPE:** Part-time; hourly

**CLASSIFICATION:** Non-exempt

**DEPARTMENT:** Marketing and Special Events

**REPORTS TO:** Visitor Services Coordinator

**SUMMARY:** The Visitor Experience Associate at Virginia MOCA is at the forefront of ensuring an exceptional and welcoming visitor experience that is reflective of the Museum's mission and beliefs. As part of the Marketing and Special Events department, this role supports the Museum's efforts to enhance the accessibility of exhibitions and programming to a diverse audience through exceptional customer service and meaningful engagement with all visitors. The Visitor Experience Associate also works closely with the Exhibitions & Education department working to support education initiatives including programming, tours, and ARTlab.

**SCHEDULE:** 15–20 hours per week; Thursday–Sunday and occasional evenings

**COMPENSATION:** \$15/hour

## **ESSENTIAL FUNCTION AND RESPONSIBILITIES**

### **Visitor Services**

- Ensures a welcoming, safe, and engaging visitor experience for all guests to the Museum
- Staffs Welcome Desk during assigned hours, receiving visitors, vendors, contractors, and other guests and answering and directing phone communication.
- During gallery hours, rotates between checking in and orientating visitors to the Museum, welcoming and engaging visitors in the galleries, and performing walk-throughs to include all galleries, ARTlab, Rodriguez, the auditorium and welcome desk area. Assists with the upkeep and organization of front-of-house areas, ensuring all spaces are clean and tidy, and all signage and materials are updated
- Actively engages in conversation with visitors about current exhibitions and programs
- Reports artwork incidents, visitor incidents and building maintenance needs as necessary

- Assists with on-site membership and studio program inquiries and registration
- Works closely with the security team to ensure effective management of building traffic, always remaining alert and responsive to the environment
- Communicates visitors' feedback to supervisor and assists with making visitor experience improvements

### **Marketing**

- Helps with monitoring and updating various visitor information platforms
- Assists with keeping track of gallery attendance data
- Supports departmental special projects as needed

### **Exhibitions & Education**

- Restocks, organizes and monitors visitor use of ARTlab
- Prepares art materials for ARTlab and public programs as needed
- Assists with the installation of ARTlab when assigned
- Facilitates daily public tours
- Supports school and group tours and education programs as needed
- Assist Atrium artist set-up
- Studio instructor support if needed
- Attends all Exhibitions and Education training sessions

### **SKILLS & ABILITIES**

- 1–2 years of customer service experience
- Ability to provide exceptional, individualized customer service to a wide range of audiences
- Strong organizational skills and capacity to prioritize varied tasks
- Works effectively in both fast-paced and self-motivating environments, both in coordination with other team members and alone
- Outstanding interpersonal and oral communication skills
- Must have an enthusiasm for engaging with the public, helping visitors to make meaningful connections between contemporary art and the everyday
- Inventive and resourceful team player who is eager to learn and contribute
- Must have basic computer skills, including Microsoft Office suite
- Knowledge or interest in art, museum work, and education strongly preferred
- Knowledge of other languages a plus

Virginia MOCA strives for an inclusive work environment and actively embraces a diversity of people, ideas, talents, and experiences. We highly encourage Black, indigenous, and people of color, individuals with disabilities, and other historically underrepresented groups to apply.

To apply, please email a resume and cover letter to [careers@virginiamoca.org](mailto:careers@virginiamoca.org) with the email title "Visitor Experience Associate." No phone calls or walk-ins, please. Applications will be reviewed as they are received, and interviews will be held thereafter.