

LEAD GUEST EXPERIENCE ASSOCIATE

JOB DESCRIPTION

Classification Responsibilities: A Lead Guest Experience Associate will be primarily responsible for monitoring gallery and visitor services operations; monitoring the opening and closing of the museum and related activities; assisting with training, supervising, supporting, and evaluating, part-time staff, volunteers, and interns that includes monitoring staff schedules and coordinating breaks and rest periods; coordinating and communicating room set-ups and transitions; assisting with activity, workshop, and class preparation and research; facilitating exhibition guided tours and programs; managing group bookings; taking inventory of gallery materials and facilitating material distribution and organization; communicating and assisting visitors and visitor services staff and responding to concerns; maintaining the safety and security of the gallery and being the primary point of contact during emergencies; greeting and orienting groups, class participants, and birthday party attendees; ensuring the completion of volunteer check lists, gallery task sheets, and group visit binders; and planning and facilitating morning and mid-shift staff huddles and ensuring effective communication between Gallery Educators, Visitor Services, and administrative staff. This class performs related duties as required.

Distinguishing Features: The part-time, non-benefited, grant-funded classification has been designated as a non-classified, non-merit system, at-will position. This class performs all the duties of the Guest Experience Associate; however, is distinguished from these classifications by the lead supervision responsibilities. This class is supervised by an Office Supervisor, Museum Education Curator, or a Senior Program Assistant who reviews work through conferences, meetings, observations, participant feedback, and overall results achieved. Employees are required to work weekends and special museum events, which may include evenings and some holidays. This class is FLSA non-exempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, or experience equivalent to graduation from an accredited college or university with an Associate's Degree in Museum Studies, Art, Art History, Education, Child Development, or related fields. Good (1 - 3 years) customer service, office clerical, cash handling, public contact work, and/or experience conducting museum tours.

Special Requirement. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Bachelor's degree in Museum Studies, Art, Art History, Education, Child Development, or related field is preferred. Some (6 months - 1 year) lead or supervisory experience. A minimum of one year with the City of Mesa as a Gallery Educator is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with museum participants, tour groups, children, parents, teachers, caregivers, other City employees, volunteers, interns, and the general public in order to convey specific information relating to learning art, creative expression, museum safety, and security procedures. Instructs, directs, and trains part-time staff, volunteers, and interns. Facilitates staff huddles and communicates necessary information to ensure seamless shift transitions.

Manual/Physical: Reviews and assesses the work of the Guest Experience Associate. Locks and unlocks museum doors and secures museum alarm system. Performs tasks using both fine and gross motor skills, including the bending required to retrieve items. Prepares activity materials and art projects using equipment such as scissors, X-Acto knives, paper cutters, etc. Performs physical inventories of cleaning supplies and activity related materials. Assists with manual labor tasks during exhibit installation using equipment such as paintbrushes and rollers. Lifts and moves items such as lumber, tables, plexiglass, and display pedestals. Circulates through galleries in order to monitor security of artwork and safety of visitors. Operates a variety of standard office equipment including a photocopier, multi-line telephones, and a computerized register. Prepares activity materials for distribution in the gallery, workshops, and/or outreach projects. Stands for long periods of time. Moves activity tables and art pedestals up to 40 pounds for distances up to 250 feet using a hand truck. Works daily with cleaning fluids and agents, bleach, and paints using normal, routine protective equipment to paint walls, pedestals, and desks; and cleans walls, laminates, carpet, plexiglass, and tools. This requires stooping, standing, and kneeling. Also requires the ability to clean and dispose of bodily fluids, as needed. Sets up or removes folding tables or chairs to use in a classroom, and to use in workspace for painting and construction tasks. Works at elevated levels up to ten feet in height while performing exhibit preparation or replacing gallery lights. Operates a keyboard and uses word processing software and e-mail to produce support materials. Enters information into a personal computer (PC) and maintains clerical records of unit activities in order to provide documentation of work performed or information that can be easily retrieved. Proofreads initial copy, edits as necessary, and reproduces documents using copy equipment or other reproduction techniques. Meets scheduling and attendance requirements.

Mental: Prioritizes and assigns work to assigned staff, volunteers, and interns, and prioritizes own work. Supervises and evaluates the work of subordinate personnel. Applies knowledge of established policies and procedures to respond to client questions and minor accidents and injuries. Comprehends written and verbal directions. Adapts tours to accommodate appropriate learning styles and abilities according to age level and skills. Observes behavior of program participants and monitors equipment for proper working order and safety. Comprehends and interprets relevant verbal and written research materials relating to the exhibits, programs, and/or learning skills in order to convey appropriate information to a diverse museum audience. Assesses and responds to specific requirements as they relate to space capacity, crowd control, and child/visitor well-being. Uses floor plans to execute and synchronize tour flow pattern. Learns job-related material through on-the-job training regarding program assignment. Comprehends and makes inferences from written materials. Makes arithmetical calculations with speed and accuracy. Performs routine arithmetic computations, posts information to records, and resolves any discrepancies. Compiles simple statistics for daily, monthly, and annual reports.

Knowledge and Abilities:

Knowledge of lead/supervisory principles and practices.

Ability to:

routinely monitor, train, and evaluate work performance of subordinate staff;
work in and foster a team environment to encourage productivity and job satisfaction;
review work in progress and upon completion;
determine items needed to maintain inventory of replacement equipment and supplies;
make arrangements for purchase to replenish inventory;
work effectively with coworkers and the public, including children;
deal tactfully and courteously with children and adults participating in museum activities;
become knowledgeable about artwork, artifacts, artists, and exhibits, and learn to teach this information;
type/key at speed necessary for adequate job performance;
follow oral and written instructions, and established procedures;
learn and correctly interpret and apply the policies and procedures of the function to which assigned;
maintain complete and accurate records and files; and
perform assigned tasks effectively.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included do not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/24

AD/js/sb

CS3944.DOCX (Full-Time)

CS3924.DOCX (Part-Time, Non-Benefited, Grant-Funded)

EEO-S/M

JOB FCTN-ART

INCREMENTS 66-200

PAY GRADE: 39

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IND-9101

SWORN-No