



YAYOI KUSAMA EXHIBITION HOST- Temporary On-call

Temporary Positions for *Yayoi Kusama: Infinity Mirrors* (position ends 9/10/17)

OVERVIEW: Provide an exemplary experience for visitors by warmly greeting them and enhancing their time in the *Yayoi Kusama: Infinity Mirrors* exhibit at the Seattle Art Museum. Shift times vary.

FLSA STATUS: Non-exempt

PAY: \$13.50/hr

REPORTS TO: Admissions Manager

ESSENTIAL FUNCTIONS:

1. **Customer Service:** Greet and guide visitors through the *Yayoi Kusama: Infinity Mirrors* gallery experience. Be a customer service model for other staff, volunteers, and visitors. Answer questions and provide information about access to the special exhibition galleries, the SAM Collections & Installations, ticket availability, membership, box office events, and the general facility.
2. **Opening Preparation:** Support the Admissions Lead in preparing the Ticking Desk and lobbies for opening. Count and set out tills, stock brochure racks, put out stanchions, and other duties as assigned to prepare for the day's business.
3. **Volunteer Relationships:** Greet each volunteer and thank them for their service. Deliver the day page to the volunteers prior to opening, communicate the day's event or any pertinent information, and schedule their break time in conjunction with the Admissions Lead. Check-in with them periodically to see if they need additional help or have training issues. Ensure that the volunteers receive their 20-minute break.
4. **Explain and enforce membership policies:** Monitor the number of people entering on a single membership and explain reciprocal membership guidelines. Look up membership information on the computer, fill out lost card forms, issue temporary cards, and accept any information on changes.
5. **Coat Check:** Check coats, large bags, backpacks, and strollers. Aid volunteers as needed and check TTY telephone on a regular basis. Loan wheelchairs, baby front packs, visual aids, and strollers.
6. **Daily Projects & Restocking:** Supervise the public areas by making sure all brochures, catalogs, posters and maps are stocked throughout the day. Monitor supplies & ticket stock and relay low levels to the Admissions Lead. Proactively ask the Admissions Lead for projects to be completed during down times and follow-up to ensure completion.
7. **Policies:** Deliver high-quality work by adhering to the department's customer service, admissions desk, coat check, and cash handling policies. Aid the admissions management team by enforcing these policies and/or bringing issues to their attention if employees need coaching.
8. **Communication:** Proactively and in a timely manner let the team and/or managers know if there are any operational issues affecting our daily business or if there are areas which could be improved upon.
9. **Special Exhibition Entrance:** Welcome visitors, monitor and scan timed tickets at the entrance to the 4th floor special exhibition, and maintain line flow by using crowd control techniques. Requires extended periods of standing.



10. Special Exhibition Infinity Room Posts: Welcome visitors, monitor lines, and prepare visitors for what to expect inside each of the Infinity Mirror Rooms. Requires extended periods of standing.
11. Pre-opening Line Control: Welcome visitors, answer questions, provide wayfinding, and maintain outside lines before the museum opens its doors. Guide a high volume of visitors inside the building while maintaining order.
12. Teamwork: Appropriately seek and value others' input, collaborate effectively and interact with the team in a positive, professional and constructive manner.
13. Other duties as assigned.

QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. HS Diploma or the equivalent education / experience.
2. 1+ year relevant customer-service driven work experience.
3. Excellent customer service skills. Ability to maintain a positive approach when dealing with difficult internal/external customers in a consistent, professional manner.
4. Ability to learn and adapt quickly in a constantly changing environment.
5. Excellent written and oral communication skills.
6. Demonstrated proficiency with and accuracy in using MS Office products, including Word, Excel, Access and other software programs. Ability to learn the museum's database and ticketing and membership software systems is essential.
7. Strong general math skills, including the ability to handle cash-related transactions accurately and ethically.
8. Ability to take initiative and prioritize multiple competing tasks; excellent time-management and ability to work under pressure.
9. Ability to work with close attention to detail and to maintain confidentiality.
10. Ability to work professionally and tactfully and support management decisions in a positive, professional manner.

The Seattle Art Museum will consider reasonable accommodations for those applicants with disabilities who may need a reasonable accommodation to perform the essential functions/duties. Please contact the Human Resources Department for additional information.

Seattle Art Museum is committed to diversity and inclusion. Qualified individuals who bring diverse perspectives to the workplace are especially encouraged to apply.

TO APPLY: Please visit <http://visitsam.org/careers> for specific instructions on how to submit SAM employment application, cover letter and resume.

Deadline: Open Until Filled