



SPECIAL EXHIBITION GUEST HOST SUPERVISOR

YAYOI KUSAMA: INFINITY MIRRORS

OVERVIEW: Full-time Temporary Position: June 30 through Sept 12 2017

Help ensure that all visitors have a positive and enjoyable experience while navigating the Simonyi Special Exhibition Galleries during the run of Yayoi Kusama: Infinity Mirrors. Requires a warm, professional public presence and customer service orientation; ability to communicate clearly and effectively with staff, volunteers, and visitors.

The Special Exhibition Supervisor will be the primary contact for customer service issues, line control, and scanning operations for the Simonyi Special Exhibition Galleries. This position will support the other Admissions Managers and Supervisors as needed and be an integral part of the operations team focusing on visitor satisfaction.

Must be available to work evenings until 9 pm.

FLSA STATUS: Non-exempt

REPORTS TO: Admissions Manager

ESSENTIAL FUNCTIONS:

1. **Customer Service:** Maintain a high level of professionalism and be a customer service model for staff, volunteers and visitors. Be able to manage complex customer service issues with visitors and Yayoi Kusama Hosts as they arise.
Be the primary contact for visitor-related issues in the area, including dealing with visitor concerns, and relay these issues to the appropriate department so they can be dealt with in a timely manner.
2. Be a primary contact for gallery-posted staff and volunteers and have the ability to convey concerns to the appropriate department or staff person in a timely manner.
3. Be the primary contact for Yayoi Kusama Exhibition Hosts, supervising frontline operations in the Simonyi Special Exhibition Galleries. Maintain line and crowd control, scan tickets, and canvas the galleries for visitor experience and check on staff.
4. **Staff Supervision & Development:** Be the primary contact for gallery staff-related issues including training, performance discussions and recognitions, and behavior coaching. This position includes overseeing staff, scheduling breaks, and shift changes.
5. Report to the Admissions Manager any suggestions or constraints to address which would improve efficiency and visitor satisfaction. Include any suggestions which you think would help enhance our visitors' experience in the Simonyi Special Exhibition Galleries.
Communicate with management staff when we don't have enough shifts covered, when we may need to hire or draw back based on attendance projections, and any other issues that may come up.
6. **Accessibility:** Proactively manage distribution of gallery guides and accessibility materials as needed. Be familiar with general communication guidelines and appropriate language with regard to visitors and accessibility.
7. Assist Admissions Volunteer Supervisor and Museum Educator, School & Educator Program (the Docents' supervisor) in managing the volunteers on the fourth floor as needed. This includes being familiar with the special exhibition related volunteer positions, maintaining positive relationships with volunteers, thanking them for their service and promptly reporting any issues to the Admissions Volunteer Supervisor.



8. As needed, help create the daily staff schedule with the other supervisors and leads.
9. Be prepared to support Admissions Leads as needed: Aid Admissions and Membership Leads to balance daily tills, membership and box offices monies, run reports and credit card settlement batches, and prepare funds for the next day.
Support Admissions staff with routine issues of scheduling, policies and procedures, sales, customer service and museum events as needed
10. Admissions/Membership Representative Duties: Be trained on Admissions Representative duties and be able to work at the admissions/membership desk as needed. In addition, be able to provide support to the staff if the Admissions Manager or Assistant Manager is not available.
11. Perform other duties as assigned.

QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. High school graduate or equivalent related experience.
2. At least one year of supervisory experience in a customer-oriented environment.
3. Excellent written and oral communication skills; legible handwriting.
4. Accurate typing/keyboarding with excellent word processing and/or data entry skills and know how to use Microsoft Office products.
5. Ability to understand email interfaces and browsers and trouble-shoot any print-at-home ticketing or email ticketing issues.
6. Ability to learn the museum's database and ticketing software systems.
7. Ability to learn and adapt quickly in a constantly changing environment.
8. Ability to work independently as well as under pressure.
9. Ability to work with close attention to detail and to maintain confidentiality of sensitive information.
10. Good time management, problem-solving and analytical skills.
11. Ability to work with members, volunteers, visitors, and co-workers professionally and tactfully.
12. Adhere to Museum policies 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