



## **VISITOR SERVICES OFFICER (Part Time)**

**OVERVIEW:** Provide customer service and security for the Seattle Art Museum while implementing security policies and procedures related to the protection of art, the security of museum facilities, and the safety and protection of staff and visitors.

Seattle Art Museum offers flexible scheduling. Due to varying demand, Visitor Services Officers are asked to work different hours every week. Weekend & evening availability are critical, & an important factor in filling these positions. Staff will at times be required to work on holidays.

**FLSA STATUS:** Non-exempt

**REPORTS TO:** Security Supervisor

**PAY:** \$14.25/hour

### **ESSENTIAL FUNCTIONS:**

1. Provide security for galleries, public spaces, meeting rooms, offices, storage areas, traffic corridors, and physical plants. Regulate and control traffic through the galleries; ensure the smooth operation of special events, previews, and receptions.
2. Be a customer service role model for other staff, volunteers and visitors while helping to ensure their safety and enjoyment while visiting the museum. Observe and assist visitors; correct or report problems as appropriate. Inform visitors of rules, regulations, and proper conduct while in the museum.
3. Observe artwork for change of any kind; report problems to supervisor for immediate notification to registrar; report any building conditions requiring attention to maintenance.
4. Cooperate with Admissions, Membership and volunteers to learn and convey Museum information to enhance visitor's Museum experience.
5. Maintain knowledge of current policies, procedures, and security system operation in order to correctly implement judgment and actions for protection of art, security of park facilities, and the safety and protection of Museum staff and visitors.
6. Report emergencies as well as administer first aid and respond to calls for emergency assistance.
7. Investigate situations and write reports detailing incidents.
8. Participate in training programs for emergency situations, including fire, theft, and vandalism.
9. Perform other duties as assigned.

### **QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

1. High School graduate or GED.
2. Demonstrated customer service skills.
3. Good interpersonal, written and oral communication skills; ability to communicate effectively and project a professional image when giving and taking information in writing, in person, and over the phone.
4. Ability to use independent judgment and discretion to make immediate decisions related to enforcement of regulations.



5. Some exposure or experience monitoring various types of alarms as well as providing building access security for areas with access limitations.
6. Ability to exercise excellent judgment by carrying out established policies and procedures for security and safety of people, artwork and Museum facilities in a complete, consistent and timely manner.
7. Flexibility, adaptability, and ability to change in a dynamically moving event-driven environment.
8. Must have the ability to remain calm in stressful situations and help resolve customer complaints.
9. Ability to adhere to Museum policies and to 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://www.seattleartmuseum.org/about-sam/careers> for specific instructions on how to submit your cover letter and resume.

**Deadline:** Open Until Filled