



## JOB DESCRIPTION

---

### **Position Title**

Visitor Services Associate (VSA)

### **Compensation**

\$24/Hour

### **Employment Classification**

Part-time regular nonexempt

### **Reporting Relationships**

Reports to the Director of Cultural Membership and Visitor Experience

### **Job Summary**

Visitor Services Associates (VSAs) staff a front desk and are responsible for providing exceptional customer service to visitors to Grace Cathedral.

A team of VSAs work together in pairs to staff an admission desk for a program that is open Monday through Saturday, including holidays, from 10:00 am to 5:00 pm, and a half day on Sundays. VSAs with regular schedules may work one, two, or three shifts a week from 4 to 24 hours per week. On-call VSAs may work up to 18 hours per week as needed.

This position is part of a collaborative, cross-functional team that regularly seeks ways to improve visitor engagement. VSAs work closely with facilities, reception and security personnel to ensure a clean, safe and welcoming environment for all.

VSAs are also responsible for onsite sales relating to admissions, tours, memberships, special programs, and events; safe and efficient visitor access; crowd control and line management; visitor and member support; and content engagement and occasional tours.

This position is the first point of contact for visitors, members and guests of Grace Cathedral. Staff in these positions must be friendly, approachable, inclusive, organized, and knowledgeable about the Cathedral and its programs.

### **Primary Duties and Responsibilities**

- Greet each visitor in a warm and friendly manner.
- Effectively handle questions, sales, service, and payments for a multitude of general admission, tours, events and/or memberships in accordance with Cathedral policies and procedures.
- Actively promote, sell and upgrade museum memberships, gift memberships and tour, and convert tickets to memberships. Regularly review information regarding membership levels and benefits; programs and events; and policies and procedures. Help achieve sales goals for new memberships (including conversions and gifts), renewals, and reinstates.
- Effectively operate ticketing and sales system (ACME) in accordance with established policies and procedures.
- Process and manage cash, debit and credit card, and check transactions.
- Accurately balance daily transactions ensuring all sales, troubleshooting when discrepancies occur.
- Process change-of-date requests from visitors as well as potentially assist visitor inquiries by telephone and email.
- Assist in processing and operating group sales including facilitating tours, selling and distributing group tickets.
- While operating computerized ticketing systems. ensure all account data is captured accurately.
- Maintain discretion and confidentiality of all account information.
- Work independently with minimal supervisor contact; resolve customer complaints and other issues in keeping with the Cathedral's customer service standards.
- Perform access control and ticket scanning; crowd and line management; queue setup and take down; and proactively suggest areas for improvement in efficiency.
- Maintain appearance and functionality of assigned area including visitor and membership materials, ticketing and queue areas, and related spaces.
- Answer requests for information, troubleshoot technical issues, and perform routine office tasks as needed.
- Attend meetings and trainings as assigned.
- Other duties as assigned.

### **Required Skills, Experience and Expectations**

- Alignment with the vision, mission and values of Grace Cathedral and commitment to contribute to achieving its strategic priorities and goals.
- Must provide proof of being fully vaccinated against COVID-19 and follow all public health practices required by the Cathedral.

- High school diploma or GED required; knowledge in hospitality, art/art history, architecture, religion or related fields a plus.
- Minimum one year of experience in a customer service-focused retail, hospitality or arts environment. Minimum one year experience as a cashier, teller, or operating a Point-of-Sale system.
- Outstanding people and communication skills. Able to communicate effectively verbally and in writing in English. Bi-lingual/multi-lingual abilities, including proficiency in American Sign Language, are a plus and candidates with these abilities are strongly encouraged to apply.
- Able to work quickly and efficiently in a busy, noisy public environment. Able to work independently as well as cooperatively as a member of a team
- Demonstrated commitment to engage respectfully with diverse visitors and co-workers.
- Openness and eagerness to continually strive and become more welcoming, culturally responsive and inclusive of people of all backgrounds, identities and abilities/disabilities.
- Interest in learning and becoming increasingly knowledgeable about the Cathedral, its history, programs, and special events to effectively communicate this information to visitors.
- Demonstrated punctuality and dependability. Must follow dress code and safety requirements.
- Able to work weekends, evenings, and holidays, including Christmas Eve, as needed.
- Reasonable accommodations will be made to enable qualified individuals with disabilities to fulfill essential responsibilities of the position.
- Criminal background clearance required post offer.

**If interested, please send resume and cover letter to [juliek@gracecathedral.org](mailto:juliek@gracecathedral.org). Open until filled.**