

## Visitor Services Associate – Security Attendant

Department:	Visitor Services	FLSA Status:	Part-time, Non-exempt
Reports To:	Visitor Services Assistant Manager	Effective Date:	2023

*The critical features of this job are described under the headings below. This job description does not prescribe or restrict the tasks as shown below and may be subject to change at any time.*

### Job Summary

Boise Art Museum's Visitor Services Associates support the mission and safety of the Museum by sharing wayfinding information and keeping artwork and people safe. Visitor Services Associates help provide positive experiences for visitors of all ages, assist in set-up and take-down for programs, and work during exhibition openings.

### Essential Duties and Responsibilities

- Greets and welcomes all visitors
- Ensures easy and efficient visitor flow through the Museum
- Enforces security and safety procedures and protocols in all public spaces of the Museum
- Is available to answer questions throughout the galleries, and enforce rules of conduct when needed
- Completes all required ongoing training, including but not limited to security training, audience engagement and collection training, and visitor orientation.
- Understands and shares information about exhibitions, collections, the Museum building, and Museum history.
- Assist the Event Coordinator in set up and take down for Museum programs such as lectures and events such as exhibition openings.

### Additional Responsibilities

- Other duties as assigned

### Supervisory/Managerial Responsibilities

Not applicable

### Minimum Qualifications

- Experience in a visitor service role at a comparable organization or experience in hospitality, retail, attractions, or cultural organizations
- Ability to work with individuals from a wide variety of backgrounds
- Ability to identify and positively resolve visitor issues in the moment; strong decision-making skills necessary
- Must be able to work weekends, holidays, and special programs and events as necessary
- Effective and persuasive communications skills; able to speak clearly and present information to a wide variety of visitors, volunteers, and staff
- Employment is contingent upon a satisfactory background and reference check, which will include criminal reports as well as verifications of employment and educational records.

### Education Requirements

High school diploma or equivalent (GED); relevant coursework from an accredited college or university strongly preferred.

**Language Requirements**

Proficiency in reading, writing and comprehension of the English language.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; climb or balance; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles, outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate. Works evenings and weekends. This position does not require routine or regular engagement in interstate commerce.