

Visitor Services Associate – Security Attendant

Department:	Visitor Services	FLSA Status:	Part-time, Non-exempt
Reports To:	Visitor Services & Museum Store Manager	Effective Date:	October 2024

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 ensuring the safety of the artwork and visitors. Visitor Services Associates help provide positive experiences for visitors of all ages and enforce rules of conduct through direct communication with visitors based on pre-established visitor protocols and policies.

This is a part-time position requiring ongoing shift availability of a minimum of 20 hours per week (approximately 4-5 shifts). VSAs must be available to work a minimum 4-hour shift between 9:00am and 5:00pm all days except Mondays. Sunday availability required is 11:30-5:30.

Essential Duties and Responsibilities

- Greets and welcomes all visitors
- Enforces security and safety procedures and protocols in all public spaces of the Museum
- Ensures easy and efficient visitor flow through 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

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
- Effective and persuasive communications skills; able to speak clearly and present information to a wide variety of visitors, volunteers, and staff
- Ability to identify and positively resolve visitor issues in the moment, strong decision-making and communication skills required
- Ability to work with individuals from a wide variety of backgrounds
- Must be able to work weekends, holidays, and special programs and events as necessary
- 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.