

## Visitor Services Associate

The Museum of Latin American Art (MOLAA) in downtown Long Beach seeks a Full-Time Visitor Services Associate to provide customer service to MOLAA's front desk. This position offers a generous benefit package, including paid holidays, health, dental insurance, and a Simple IRA retirement savings plan. \$8.50 per hour

### Essential Functions

- Welcome visitors to the museum in a friendly and hospitable manner.
- Provide exceptional customer service and works with other museum staff to ensure a well coordinated and positive visitor experience.
- Answer phones and processes phone reservations in a timely and accurate manner.
- Answer general museum questions, book group visits, school tours and market museum services and programs to incoming callers and visitors.
- Initiate and complete all sale transactions with visitors.
- Handle cash, and accounting for sales. Ensure that all transactions are processed quickly and accurately.
- Sells memberships and encourages upgrades.
- Serves as an informational resource on exhibits, programs and events.
- Maintains and updates databases and generates regular report on visitor attendance.
- Ensure that work area is always neat and orderly at all times.
- Other special projects and duties as assigned.

### Knowledge /Skills/Experience Required

- High School Diploma/GED.
- Exceptional customer service skills and excellent phone etiquette.
- Experience using Excel, and R-Pro preferred.
- Attention to detail.
- Ability to gather data, compile information and prepare reports.
- Effective verbal and written communication skills.
- Ability to sit for long periods and work effectively as a member of a team.
- Bilingual in Spanish a plus

If you are interested in this position please send resume, cover letter and salary history to: [jobs@molaa.org](mailto:jobs@molaa.org). No phone calls please.