



Job Announcement
Visitor Experience Representative

Hourly rate: \$11.15 + \$1.67 "Living Wage", no benefits
On call (weekdays, evenings, weekends and holidays)

The Oakland Museum of California Foundation is currently seeking several Visitor Experience Representatives work as part of a team of front line staff to ensure a seamless visiting experience by ensuring departmental standards are maintained. The main elements of this position are ticket sales and providing visitor information.

ESSENTIAL FUNCTIONS Duties include, but are not limited to the following:

- Greets and welcomes visitors, and offer helpful direction to a variety of museum offerings.
- Works with the front line Visitor Experience team, creatively take advantage of situations to provide service 'beyond' standard levels.
- Sells admission tickets through electronic Point of Sale system. Promotes and sells museum memberships.
- Provides accurate information and answers in a timely manner about exhibitions, programs, and events to all visitors. Maintain up-to-date knowledge of area surrounding the museum, including transportation options.
- Ensures work area is neat, stocked, and orderly at all times. Coordinates with Facilities department and supervisor to maintain area standards.
- Maintains cash drawer accuracy to a high level.
- Assists with program set up as required.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Training: High school diploma required.

Work Experience: Two years experience working with the public.

Skills and Abilities:

- Maintain friendly, professional appearance, and enthusiastic demeanor.
- Ability to stay organized and polite under a variety of circumstances, desire to be helpful.
- Candidate must be skilled in basic math, demonstrated proficiency in handling money/cashiering.
- Strong interpersonal skills and communication skills.
- Foreign language a plus.
- Computer literate: working knowledge of basic troubleshooting practices.
- Interest in California, Art, History, Natural Sciences, or museum-related subjects.

- Job requires ability to lift items up to 30 lbs.
- Attends and participates with ongoing museum and exhibition trainings.

TO APPLY: Download employment application http://museumca.org/files/uploads/Employ_App.pdf
mail or email the completed application, resume and cover letter with three reference contacts to:

Emily Quist equist@museumca.org
Oakland Museum of California
1000 Oak Street, Oakland, CA 94607
www.museumca.org

Please no phone calls.

Missing or incomplete employment application will not be considered.

NOTE: We are only able to contact those candidates whose skills and background best fit the needs of this open position for interviews.

MISSION STATEMENT

The Oakland Museum of California's mission is to connect communities to the cultural and environmental heritage of California. Through collections, exhibitions, education programs and public dialogue, we inspire people of all ages and backgrounds to think creatively and critically about the natural, artistic and social forces that characterize our state and influence its relationship to the world.

Oakland Museum of California is a multicultural organization, committed to diversity and practicing equal opportunity employment in recruitment and hiring.