

Join Our Team as a Part-Time Visitor Experience Representative at ICA San Diego!

About Us

Are you passionate about art and connecting with diverse audiences? Do you thrive in a welcoming and inclusive environment? If so, we would love you to join the ICA San Diego team as a Visitor Experience Representative! ICA San Diego is a space for the public to gather, question, and learn. As a Visitor Experience Representative, you will play a part in supporting our organization by providing visitors with a warm, informative, and engaging experience that will inspire them to connect with our exhibitions and each other in new and meaningful ways.

Job Description

Reporting directly to the Visitor Experience Manager, you will be the face of ICA San Diego, representing our organization to all manner of guests. Your excellent customer service skills will ensure that every visitor feels welcome and receives up-to-date information about our exhibitions, programs, and volunteer opportunities, encouraging visitors to immerse themselves in the diverse offerings we provide.

Responsibilities

- Create a welcoming, informative, and engaging experience for all visitors
- Provide current information about our exhibitions and programs to guests
- Direct visitors, callers, and vendors to the appropriate staff members and departments
- Assist in sales of memberships, education classes, and facility rentals
- Collaborate with our Engagement Guides and Education Department to coordinate and host tours and group visits
- Ensure a safe and hygienic guest experience by periodically cleaning the front desk and high-touch areas in the galleries
- Stay informed about the exhibitions on view and upcoming programs
- Follow open and close procedures for each location
- Assist with check-in during special events, programs, facility rentals, etc...

Qualifications

- Excellent communication skills and a passion for engaging with culturally diverse audiences
- Ability to exercise decisiveness and problem-solving skills in challenging situations
- Preferred experience in customer service, but candidates with a passion for exceptional visitor experiences are also welcome
- Degree in art history or studio art is a plus

Inclusion

At ICA San Diego, we are committed to fostering an inclusive, diverse, and accessible environment. We value the unique contributions of individuals from all backgrounds and do not discriminate based on race/ethnicity, age, disability, sexual orientation, gender identity, socioeconomic status, geography, citizenship status, religion, or any other protected class. We believe that collaboration and understanding thrive when cultures and communities come together. We are committed to providing reasonable accommodations for applicants and employees. If you require accommodations, please let us know by contacting us at jobs@icasandiego.org.

Schedule and Compensation

We are looking to hire two people for this role, one for our North location in Encinitas and one for our Central location in Balboa Park. The role requires flexibility, as you will be scheduled between 18-24 hours per week, Thursday through Sunday, including occasional evening events. We offer an starting hourly rate between \$18-\$19, with additional benefits such as staff appreciation days, discounts at select Balboa Park restaurants and shops, and free admission to member museums.

How to Apply

To apply, please submit an email expressing your interest in either the position at ICA North or the position at ICA Central with a resume attached to jobs@icasandiego.org. We understand that a person's qualifications may not be fully captured in their resume, and we encourage you to include a cover letter or any supplementary documents that highlight your relevant professional experiences, skills, or accomplishments that make you a strong candidate for the position.