



Visitor Engagement Representative (Part-time)
Blue Star Contemporary
Application Deadline: May 15, 2022

Blue Star Contemporary (BSC), San Antonio's first and longest-running venue for contemporary art, seeks a part-time Visitor Engagement Representative (VER) to welcome the visiting public and encourage support of BSC's many exhibitions, education programs, and community initiatives. The Visitor Engagement Representative (VER) is one of the public faces of BSC and ensures a welcoming environment for approximately 30,000 annual visitors to BSC's galleries, public programs, and events. The VER exudes enthusiasm when communicating about BSC and contemporary art, manages multiple tasks at a time, and enjoys engaging directly with BSC's visitors and members. The VER supports BSC's community outreach and assists BSC's development office to provide critical support of fundraising efforts. The VER reports to the Development Manager and works collaboratively with the entire BSC staff.

Principle Duties and Responsibilities

- Staff admissions desk; greet visitors; process admissions, art sales, and BSC memberships
- Orient visitors to BSC's facility and current and upcoming exhibitions, public programs, special events, educational programs, museum mission, etc.
- Enforce security concerns and protocol (no touching, photography policy, etc.)
- Answer and direct phone calls and respond to general questions about BSC, its exhibitions, and public offerings
- Assist visitors with general local information (e.g., Blue Star Arts Complex attractions, wayfinding info, etc.)
- Assist in management of Gallery Attendants and Volunteers
- Assist with online promotions of exhibitions, programs, and special events
- Seek visitor and guest evaluations and feedback
- Act as members of the Development Department, maintaining individual donor records in development database; assisting with membership acquisition, fulfillment, and retention; and providing administrative support for fundraising initiatives
- Use social media management platforms to share images and content
- Organize and update front desk printed materials
- Uphold BSC's core values and mission
- Provide general administrative assistance, as assigned

Specific Qualifications

- Must have the ability to provide excellent service to a diverse customer base, making everyone feel welcome, while being both friendly and assertive
- Possess excellent communication skills, verbal and written. Multi-lingual, highly preferred
- Ability to represent BSC with a high level of integrity and professionalism, adhere to BSC policies, and support management decisions in a positive, professional manner
- Demonstrated organizational and task management skills
- Ability to sit and/or stand for long periods of time (up to 4 hours at a time)



- Attention to detail and the ability to stay alert for long periods of time in a quiet environment
- Punctuality, dependability, flexibility, and adaptability in a dynamic event-driven environment
- Knowledgeable in standard computer and Mac OS applications and programs, Dropbox, MS Word, MS Excel, MS Outlook, Hootsuite, Square, and Adobe Creative Suite
- Experience with customer service roles preferred
- Experience working in a gallery or museum, plus facilitating tours preferred
- Must be able to lift up to 30lbs
- Experience in cash handling and check & credit card processing

Additional Information

This is an hourly position requiring availability for weekend, evening, and holiday shifts while exhibitions are on view and open to the public, approximately 13 - 20 hours a week at the rate of \$15/hr, with decreased hours during exhibition turnovers.

The Visitor Engagement Representative position is non-exempt from the Fair Labor Standard Act and will receive overtime pay for all hours worked in excess of 40 in a 7-day work week. BSC is proud to be an equal opportunity workplace. Applicants are evaluated according to their experience, talent, and qualifications for the job, without regard to race, religion, color, national origin, ancestry, marital status, sex, sexual orientation, political affiliation, age if forty (40) or over, genetic information, veteran status, or disability.

About Blue Star Contemporary

BSC presents exhibitions and education programs with artists from San Antonio and around the world sharing their global perspectives that encourage understanding, empathy, change, and action, fulfilling our mission to inspire, nurture, and innovate. Like most non-collecting contemporary art spaces, BSC contributes fresh insight and perspective on larger issues affecting society and culture by highlighting trends, movements, and conversations happening in art. BSC is a forward-thinking, inclusive, and artist-centric organization, with a focus on education through the lens of contemporary art and a commitment to surprising our visitors and exceeding their expectations.

BSC is San Antonio's first WAGE-certified organization, committed to transparent and equitable payments to artists for their creative contributions to BSC's exhibitions and education outreach programs. Through its commitment to artists with a social practice, tuition-free youth arts education programs, and community-centric fundraising, BSC is dedicated to equity and social justice in all its endeavors.

Applications Guidelines

Applicant will submit an application cover letter, a CV/resume, and three references in .pdf format to elaine@bluestarcontemporary.org. The successful applicant will be subject to a background check.

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