



501 N. Main Street, Los Angeles, CA 90012
www.lapca.org
T. 213 542-6200 F. 213 542-6272

Visitor Services Associate (Regular Part-Time)

LA Plaza de Cultura y Artes serves the public by providing educational experiences through public programming and exhibitions that celebrate the rich cultural heritage of Mexicans, Mexican Americans and all Latinos in Southern California. LA Plaza opened to the public in 2011 in two renovated buildings located in the downtown Los Angeles historic core. Established by the County of Los Angeles, LA Plaza operates as a non-profit organization governed by a board of directors and is partially funded through the County's cultural arts program. LA Plaza is a Smithsonian affiliate museum. More information is available at www.lapca.org.

The Visitor Services Associate provides support for the Visitor Services Department, which consists of Admissions, Galleries, Membership, and LA Plaza's La Tienda Museum Gift Store.

General Scope of Work & Responsibilities

- Serve as first point of contact at admissions by processing phone inquiries, administer admissions procedures (check-in, closing, data inputting i.e.).
- Greet and check-in all museum guests, coordinate with security, answer guest relations questions regarding public programs, membership, rentals, etc.
- Book self-guided group visits.
- Engage with the public in galleries by conducting surveys, creating guest relations, and providing information about current and upcoming exhibits.
- Associate will also be trained in Museum Gift Store procedures at register.
- Provide additional onsite support for other programs, events, extended museum/store hours.

Admissions

- Provide customer service welcomes, admissions processing, manage phone inquiries, and answer guest relations questions.
- Coordinate and setup self-guided group visits.
- Coordinate with security in visitor-guest flow management and related event-layouts.
- Insert daily admissions data and related data projects.

Gallery

- Provide gallery observations, maintenance, and coordination on behalf of Visitor Services to the Curatorial Department.
- Enforce gallery guidelines to LA Plaza's Museum guests.
- Administer gallery surveys.
- Work and assist with Gallery Volunteers and related program projects.

Museum Gift Store

- Provide customer service at register during extra-event shifts and associate coverages.
- Additional onsite support in related gift store projects (inventories and restocks i.e.).



501 N. Main Street, Los Angeles, CA 90012
www.lapca.org
T. 213 542-6200 F. 213 542-6272

Qualifications

- A good work history.
- Highly dependable.
- Professional demeanor.
- A strong customer service/audience engagement orientation.
- Must have proven ability to work with a wide range of personalities and people across a variety of generations.
- Interest in a career in art, history or museum field.
- Fluent in Spanish Language preferred.
- Ability to take direction and work independently.

Physical Demands

- Ability to perform the physical requirements of the job, including frequent standing, walking, bending, kneeling, crouching, lifting, pulling, and carrying up to 30 pounds.
- Must be able to stand for long periods of time.

Schedule

- Wednesday through Sunday; 20 hours per week minimum.
- Opportunity for extra hours at LA Plaza's Museum Gift Store for Museum events and Visitor Services Coverages.

Reports to: Visitor Services and Retail Operations Supervisors.

Compensation & Employment Status

- Hourly Rate: \$15.00
- Non-Exempt
- 90-day Introductory Period.

LA Plaza offers a competitive compensation package that includes:

- Vacation and Sick pay accrual.
- Cell phone/internet stipend.
- Free parking.
- Direct Deposit, of paycheck.
- 20% Discount in museum store.

LA Plaza de Cultura y Artes is an Equal Opportunity/Affirmative Action, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

How to Apply

Please send resume and cover letter, demonstrating your interest and qualifications, and at least three references to jobs@lapca.org