



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

**JOB TITLE: Visitor Services Associate**

**CLASSIFICATION: Part Time (10-20 hours/ Wednesday, Friday - Sunday); Non-Exempt**

**REPORTS TO: Engagement Manager**

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## **ABOUT LA PLAZA**

LA Plaza de Cultura y Artes is a community hub where people gather to celebrate Latinx culture through transformative exhibitions, music, dance, culinary arts, and multigenerational art-making and storytelling experiences.

Housed in two historic buildings in downtown Los Angeles, LA Plaza is adjacent to Olvera Street at El Pueblo de Los Angeles. It includes a museum, a 30,000-square-foot outdoor space with a performance stage, an edible garden, and LA Cocina de Gloria Molina, a teaching kitchen and flexible event space that spotlights the history, culture, and influence of Mexican and Mexican American cuisine.

Established in 2011, LA Plaza is a Los Angeles County cultural institution and a Smithsonian affiliate museum. More information is available at [www.lapca.org](http://www.lapca.org).

## **THE OPPORTUNITY**

The Visitor Services department serves as the first and last point of contact for museum guests. Visitor Associates serve as ambassadors of LA Plaza by creating a welcoming environment for guests, sharing resources and information, and providing general wayfinding support.

## **PRIMARY RESPONSIBILITIES**

- Serve as first point of contact to guests at the admissions desk.
- Answer general inquiries via phone and email and provide general information to visitors about the Museum, its exhibits, and programs.
- Coordinate visitor/guest traffic flow and related event-layouts with security.
- Provide onsite support and coverage as assigned (including main campus)
- Maintain a neat and orderly environment for exhibits, facilities, and the admissions desk, ensuring accessibility for the public.
- Support volunteers and tour guides in the galleries.
- Support exhibit installations and regular care and maintenance of exhibits.
- Assist in facility maintenance as needed and report larger issues.
- Additional duties as assigned.

## **QUALIFICATIONS & SKILLS**

- Must be dependable and punctual.
- Experience and excellent skills in customer service.
- Strong communication and interpersonal skills.
- Possess a professional demeanor in dealing with visitors, members, board members, volunteers, donors, and vendors.
- Comfortable interacting with diverse ages and audiences.

- General knowledge of Latinx history and willingness to learn more.
- Ability to take direction and work independently.
- Fluent in Spanish language preferred.

### **WORK ENVIRONMENT**

- Extensive interaction with the public of all ages.
- Office environment in a museum setting.
- Ability to perform the physical requirements of the job, including frequent sitting standing, walking, bending, kneeling, crouching, climbing stairs, lifting, pulling, and carrying up to 30 pounds.
- LA Plaza will make reasonable accommodations to enable individuals with disabilities to perform the responsibilities of the position.

### **EMPLOYMENT STATUS**

- Part Time, Non-Exempt.
- On-site work at LA Plaza in downtown Los Angeles, with occasional evening and weekend activity.

### **COMPENSATION AND BENEFITS PACKAGE**

LA Plaza offers a competitive compensation package that includes:

- Vacation and Sick pay accrual
- Free parking
- Individual health, dental, and vision coverage
- Non-match 401(k)
- Direct deposit
- Optional life insurance
- Mileage reimbursement
- Paid time off includes:
  - 13 holidays
  - Five (5) mental health days
  - Three (3) days during Thanksgiving week
  - Two (2) weeks during the winter holiday season (last week of December and first week of January)

### **Additional Information**

- Background check required prior to employment
- Physical requirements include occasional lifting (up to 30 lbs), walking, and standing
- Reasonable accommodations available for individuals with disabilities

LA Plaza de Cultura y Artes is an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, gender, ethnicity, national origin, age, sexual orientation or identity, education, disability, or any other protected characteristic.

### **How to Apply**

Please send resume and cover letter, demonstrating your interest and qualifications, and at least three references to [jobs@lapca.org](mailto:jobs@lapca.org)