



OCEANSIDE MUSEUM OF ART

Visitor Services Associate
Oceanside Museum of Art, Oceanside, CA

ABOUT OMA

Known for vanguard exhibitions and award-winning education programs, Oceanside Museum of Art (OMA) brings people together to explore the art and stories of Southern California artists. OMA was an early pioneering voice for the arts in Oceanside, and north county San Diego, CA. Since 1997 OMA has been a magnet for learning and a major driver of civic transformation that promotes equity and access along the cultural corridor between Los Angeles and the Baja California Peninsula. OMA's exhibition program is dynamic and robust, surprising visitors with fresh and exciting visual experiences nearly every visit. OMA's programming includes arts education, adult art classes, music, performances, and creative events that appeal to residents and visitors alike. For more information on Oceanside Museum of Art, visit www.oma-online.org.

JOB DESCRIPTION

The Visitor Service Associate is the first point of contact for museum guests during open hours and sets a positive and welcoming tone for their experience at OMA. VSAs are responsible for aiding and enhancing the OMA visitor's experience including selling tickets, store merchandise, and memberships, supervising scheduled volunteers, and maintaining a clean and safe environment in museum public spaces. As the primary point of contact at the front desk during museum open hours, VSAs are responsible for answering the museum's main phone line and directing any guests or visitors to the appropriate staff member—including artists, donors, board members, community partners, rental clients and guests of museum staff.

VSAs are knowledgeable and uplifting representatives of the museum, who share and promote programs, events, membership, special campaigns, and initiatives across the museum and community. VSAs may be asked to support general administrative tasks during their shifts to advance museum wide projects. Recurring events and programs such as Exhibition Celebrations will require additional evenings and weekends outside of standard museum open hours. As this position requires frequent evening and weekend hours, OMA is looking for a responsible and motivated individual who is comfortable working with minimal supervision.

This position reports to the Visitor Experience and Volunteer Manager.

Job Type: Part-time hourly position (10-20 hours per week, not to exceed 30 hours). Requires frequent evenings and weekends.

Compensation: \$18/hour

Benefits Include:

- Regular part-time employees (20 to 31 hours per week) will be given holiday pay for New Year's Day, Thanksgiving Day, Christmas Day, and one floating holiday.
- Regular part-time employees (20 to 31 hours per week) are eligible to receive and use vacation time as of hire date. The established vacation period is based on the calendar year.
- Regular part-time employees begin to accrue sick time upon hire and are eligible to use the time upon their 90th day of employment.
- All employees receive a 25% discount on Oceanside Museum of Art Store purchases.
- All employees receive a free Patron level membership with ROAM and NARM.

TYPICAL DUTIES AND RESPONSIBILITIES

- Open and close the museum for daily operations:
 - Preparing cash drawers, facilities, and exhibitions for daily museum visitorship.
 - Light cleaning and restocking of restrooms as needed.
 - Fulfill daily End-of-Day Reports to maintain a clean and safe space.
- Process in-person and phone transactions for admission and program tickets, memberships, and donations.
- Serve as the primary point of contact for all museum visitors, including answering the main OMA phone and transferring calls and/or taking messages.
- Check in guests and sell tickets as needed at OMA events—may also include set-up and breakdown of check-in and drink ticket sale stations.
- Supervise and train volunteers to support museum operations as needed.
- Remain well-versed on daily OMA onsite and offsite exhibitions, programs, and events.
- Serve as point of contact for museum store visitors, support museum store merchandise sales, and staff as staffing permits.
- Assure safety of visitors, staff, works of art, and museum facilities by following and enforcing all related policies and procedures including monitoring front desk security cameras. CPR and emergency preparedness training are required and will be provided.
- Provide administrative support to support departmental operations, such as marketing, exhibitions, and membership. This may include but is not limited to data entry, mailings, and other research projects, and mailings.
- Support Operations and Programs Department to provide a welcoming and engaging experience for programs and events.

MINIMUM QUALIFICATIONS

- Must be 18+ years.
- Must be able to work nights and weekends.
- Excellent customer service and interpersonal skills.
- Must be able to lift 35 pounds.

DESIRED SKILLS AND ABILITIES

- Sales experience, including familiarity with POS systems.
- Experience in managing, working with, and/or training volunteers.

- Familiarity with CRM (customer relationship management) systems.

Oceanside Museum of Art (OMA) is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation or political affiliation.

Cultural Equity Statement

To support a full creative life for all, Oceanside Museum of Art commits to championing policies and practices of cultural equity that empower a just, inclusive, equitable community.

Mission

Bringing people together to explore the art and stories of Southern California.

Vision

A community transformed by art.

Values

Spirited, Innovative, Original, Engaging, Inclusive