

CROSTOWN ARTS

SUMMARY

Crosstown Arts is hiring a full-time *Visitor Services Coordinator* to manage the front-of-house reception area and welcome guests to Crosstown Arts.

The Visitor Services Coordinator performs a high level of customer service and face-to-face communication with the public at Crosstown Arts' front desk in the East Atrium of the Crosstown Concourse building. This position reports to the Communications Manager.

Crosstown Arts is committed to supporting a diverse and equitable workplace. Applicants from traditionally under-represented and under-supported groups are encouraged to apply. Crosstown Arts is committed to a policy of nondiscrimination and equal opportunity for all persons regardless of race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, gender identity, gender expression, and disability.

DUTIES AND RESPONSIBILITIES

- Manage the front-of-house reception area in the East Atrium, including public traffic in all exhibition spaces, and completes general administrative duties as assigned.
- Welcome guests to Crosstown Arts, directing them to the office and assisting them in contacting staff members as needed.
- Take initiative to stay informed about all programming, events, and organizational information in order to provide guests with accurate information upon request.
- Open, close, and monitor exhibition spaces daily, which includes locking and unlocking galleries and operating designated gallery lighting.
- Ensure that mobile signage is properly placed each day.
- Ensure proper layout, organization, and cleanliness of East Atrium.
- Monitor visitors' activity in public spaces at Crosstown Arts, intervening as needed to ensure compliance with guest policies; this includes consistent monitoring of exhibition spaces both in person and by security camera.
- Manage Crosstown Arts' phone system, which includes answering incoming phone calls, transferring callers as needed, processing voicemails on the organization's main phone line, and recording outgoing messages with up-to-date organizational information.
- Coordinate the Photo Pass system for guests who are hosting photo shoots on site; this includes both personal interaction and data entry.
- Use POS system to conduct in-person gift card and ticket sales.
- Assist with incoming deliveries and distribution of all packages and shipping.
- This position includes the responsibility of using discretion and independent judgement regarding matters of significance in the various areas above.

REQUIREMENTS

- Able to maintain a friendly, enthusiastic, and engaging public persona in all circumstances.
- Excellent interpersonal and customer service skills.
- High level of comfort and natural ability to interact with a diverse range of individuals and groups.
- Comfortable initiating courteous conversation with guests who are not following policies for the gallery and public spaces.
- Able to deescalate conflict in a polite manner.
- Outstanding personal judgment; able to manage a range of public situations with a high level of discretion regarding the involvement of other staff, on-site security, and/or police as needed.
- Able to multi-task and maintain a high level of professionalism while experiencing ongoing interruptions from a variety of sources.
- High-level organizational skills and attention to detail.

SCHEDULE

- Crosstown Arts is open 7 days a week, with a full-scale office open during the work day, and a wide range of music, film, and art events at night. The schedule for the Visitor Services Coordinator will vary from week to week depending on what events are occurring.
- This position requires a high level of flexibility regarding work schedule. The Visitor Services Coordinator must be available to work a 40-hour week that variably consists of nights, days, and weekends as requested by management.
- The Visitor Services Coordinator's schedule will be determined in advance, on a bi-weekly basis, by the *Communications Manager*. This position does not permit the employee to make specific schedule requests (as with conventional shift work) other than paid time off (PTO) requests.
- Other than when PTO days are requested, the Visitor Services Coordinator is expected to work the schedule requested of them.

REPORTING

This position reports directly to the *Communications Manager*.

QUALIFICATIONS

- Must have excellent customer service skills.
- Must possess a positive attitude.
- Must be a confident public speaker, able to work with people from all ages and backgrounds.
- Must be able to interact with various personality traits and continue to maintain a professional demeanor with staff and visitors alike.

- Must be responsible, flexible, punctual, and able to work well under pressure.
- Must be able to work any shift, including weekends, nights, and holidays.
- High school diploma or high school GED required.
- Minimum of one year of customer service experience.
- Comfortable multitasking.
- Strong phone skills.

THIS POSITION REQUIRES AN ONGOING COMMITMENT TO THE FOLLOWING CHARACTERISTICS:

- Even-tempered disposition. Ability to work under pressure in a composed, focused, affable, and courteous manner, with the clear understanding that unprofessional, unkind, or unfriendly interactions with the public or other staff members are not acceptable under any circumstances.
- Adaptable and flexible. Ability and willingness to accommodate ongoing modification to all tasks, plans and projects, including regular interruptions to workflow.
- Prompt and timely communicator. Ability to manage a demanding level of correspondence in all forms of communication. Especially important are excellent written and verbal communication skills.
- Collaborative. Eagerness to work collaboratively with Crosstown Arts' staff.
- Organized. Ability to manage a high volume of information and tasks for multiple projects simultaneously, at varying levels of completion.
- Accommodating. Ability to seek out supportive solutions in order to accommodate guests and participants in all Crosstown Arts' spaces - including the general public (as well as artists, musicians, and event organizers) - to realize the full potential of their creative vision whenever possible.
- Gracious with people. Ability to maintain a composed and supportive demeanor when interacting with idiosyncratic and distinctive personalities during sensitive situations. Demonstrates a good-natured, positive, and cheerful demeanor towards others at all times.
- Enthusiastic, energetic, and positive. Ability to sustain an ongoing spirit of positivity in high-pressure and demanding situations. Great level of passion and enthusiasm surrounding delegated projects, programs, and promotional campaigns.
- Receptive. Ability and willingness to take on a wide range of responsibilities ranging from simple tasks to highly detailed directives in order to complete projects.
- Attentive to details. Ability to maintain focus on and adjust to the constantly emerging details unique to each situation, ranging from visual/space needs to interpersonal requests from other staff and event participants.
- Assertive, determined, and focused. Ability to stay on task, to work under pressure within given deadlines, to problem-solve, and to proactively find solutions to obstacles in resourceful ways, seeing all projects through to completion.

BENEFITS AND COMPENSATION

This is an hourly, full-time position eligible for all Crosstown Arts benefits. Pay rate commensurate with experience and skill level.

TO APPLY

Please send a cover letter, resume, and references online via Slideroom.com [HERE](#). If you prefer to submit hard copies of your application materials (as opposed to applying online), feel free to drop off the required items with a Crosstown Arts staff member at the East Atrium desk at Crosstown Concourse during the hours of 10 am-5 pm, Tuesday-Friday.

CROSTOWN ARTS: OVERVIEW

Crosstown Arts is a contemporary arts center with multiple music venues, performance and exhibition spaces, art-making facilities, and a multidisciplinary artist residency program, offering a diverse range of programming, all with immediate access to healthcare, wellness, and childcare resources.

Crosstown Arts is the creative centerpiece within Crosstown Concourse, a one-million-square-foot adaptive reuse of the historic Sears building, constructed in 1927 and once a major distribution center and retail store for Sears, Roebuck & Co. in Memphis, Tennessee. The larger Crosstown Concourse complex is a vertical urban village grounded in arts, education, and healthcare. It includes a charter high school for arts and sciences, graduate programs in education, health and wellness disciplines, grocery and marketplace, commercial/office, and a diverse range of residential living spaces.

The mission of Crosstown Arts is to further cultivate the creative community in Memphis by providing resources and opportunities to inspire and support a wide range of audiences. Crosstown Arts manages a variety of spaces and programs that integrate exhibition, performance, production, retail, and education. This collective vision of collaboration and sharing of resources to benefit the neighboring community and the city at large is the unifying quality that connects all the programming, spaces, tenants, and services of Crosstown Arts and Crosstown Concourse.