

CONTEMPORARY★

Community and Culture Concierge (Part-time)
Contemporary at Blue Star
Interviews begin the week of January 22, 2024

Contemporary at Blue Star, San Antonio's first and longest-running contemporary art nonprofit, seeks a part-time Community and Culture Concierge (CCC) to welcome the visiting public and encourage support of the Contemporary's many exhibitions, education programs, and community initiatives. The CCC is one of the public faces of the Contemporary and ensures a welcoming environment for approximately 30,000 annual visitors to the galleries, public programs, and events. The CCC **exudes enthusiasm** when communicating about the Contemporary and contemporary art, **manages multiple tasks** at a time, and most of all, **enjoys engaging** our diverse visitors from San Antonio and around the world in conversation, discussion, and promotion of the Contemporary's exhibitions, education programs, and special events. The CCC supports the Contemporary's community outreach and assists the development office to provide critical support of fundraising efforts. The CCC reports to the Development Director and works collaboratively with the entire staff.

Principle Duties and Responsibilities

- Staff admissions desk; greet visitors (local residents and cultural tourists); process admissions, art sales, and memberships
- Welcome and orient visitors to our space and provide helpful information about current and upcoming exhibitions, public programs, special events, educational programs, museum mission, and the greater San Antonio contemporary art community
- Enforce security concerns and protocol (no touching, photography policy, etc.)
- Answer and direct phone calls and respond to general questions about the Contemporary, 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
- Seek visitor and guest evaluations and feedback
- Monitor safety and condition of the gallery space
- 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
- Organize and update front desk printed materials
- Uphold the Contemporary's core values and mission
- Provide general administrative assistance and help with other duties, as assigned

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Specific Qualifications

- Demonstrated dedication to a culture of care for the organization, our facility, the artworks on view, and to our community of artists, visitors, program participants, and students
- Must have the ability to provide excellent service to a diverse customer base, making everyone feel welcome, while being friendly, cheerful, and assertive
- Possess excellent communication skills, verbal and written. Multi-lingual, highly preferred
- Ability to represent the Contemporary with a high level of integrity and professionalism, adhere to organization 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
- Must be able to lift up to 30lbs
- Experience in cash handling and check & credit card processing
- Knowledgeable in standard computer and Mac OS and iOS applications and programs, including Dropbox, Office 365, Square, and Adobe Creative Suite
- Experience with technology, such as telephones, televisions, media players, projectors, photocopiers, and more, preferred
- Experience with customer service preferred
- Experience working in a gallery or museum, and facilitating tours, preferred
- Familiarity with contemporary art and artists, preferred

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 15 – 20 hours a week at the rate of \$15/hr, with potentially fewer hours during exhibition turnovers. Part-time employees also earn paid time off (PTO).

The CCC 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. The Contemporary 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, gender identification, gender expression, sex, sexual orientation, political affiliation, age if forty (40) or over, genetic information, veteran status, disability status, or any other characteristic protected by law.

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About Contemporary at Blue Star

The Contemporary 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. Like most non-collecting contemporary art spaces, the Contemporary contributes fresh insight and perspective on larger issues affecting society and culture by highlighting trends, movements, and conversations happening in art.

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

CORE VALUES: The Contemporary 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.

MISSION: The Contemporary inspires the creative genius in us all by nurturing artists through innovative contemporary art.

Application Guidelines

Applicant will submit a cover letter and a CV/resume in PDF format to Elaine Leahy at elaine@contemporarysa.org. Applicants that move forward in the interview process will be asked to share the contact information for three references. The successful applicant will be subject to a background check.

We recognize that not all candidates will meet 100% of the qualifications for this role. We encourage you to apply to this role if you feel you meet more than 60% of its requirements. Candidates who need to apply through alternate methods may contact Elaine Leahy at the email address above or at (210) 343-1119 to make arrangements. Incomplete applications or those submitted through other channels will not be reviewed.

Interviews will begin the week of January 22, 2024. The Contemporary is hiring for two CCCs. This posting will remain live until all positions are filled.