



THE DELAWARE
CONTEMPORARY

200 South Madison Street, Wilmington, DE 19801
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JOB DESCRIPTION

Job Title: Visitor Experience Representative (VER)
Department: Facilities Operations
Reporting to: Operations Manager
FLSA Status: Non-exempt
Customary Work Days: Thursday thru Sunday, others as needed
Customary Work Hours: Between 11:45 a.m. & 8:00 p.m., For up to approximately 15 hours per week. While there will be a set schedule the VER must be available for occasion changes to include weekend, evening and holiday availability.

Benefits Available: None for employees who work regularly less than 20 regular hours per week

Position Summary: The **Visitor Experience Representative** (VER) is part of a team of ambassadors with an interest in art who are attentive, outgoing, and energetic. Our VERs provide exceptional, empathetic, and responsive service to all museum audiences to enrich their experiences and encourage them to expand their involvement with the museum.

Main Duties and Responsibilities:

The VER position fulfills two important roles: security and visitor reception. Tasks include but are not limited to:

- o Create a positive environment for all visitors.
- o Collect “contribute what you can” donations.
- o Promote museum programs and memberships.
- o Provide information such as way finding maps and programs about activities occurring in the museum.
- o Restock the gallery maps and information.
- o Answer guest questions and phone inquiries.
- o Assisting patrons in the Museum shop and processing Museum Shop sales.
- o Provide a secure and safe environment for all operations on the TDC premises at all times while during shift.
- o Open and close the building and galleries at the beginning and end of shift.
- o Monitor galleries when the public is present with consistent coverage
- o Maintain regular consistent coverage of security monitors.
- o Security rounds of museum facilities
- o Assisting with back-office tasks as assigned
- o Assist with occasional rental set up and break down

- o Must engage in paid training as required
- o Work as a team player with all TDC staff, Board members, etc. to fulfill the TDC mission statement, as well as assisting on site artists, patrons and co-workers

Part-time VERs may be scheduled to work up to 15 hours per week but every VER will be scheduled for at least: one (1) shift behind the front desk, one (1) shift managing the door and gallery security, and one (1) shift assisting with events (private rental, First Fridays or other museum program) per month.

Educational or Experience Requirements:

- o High school diploma or GED preferred
- o Customer service or retail experience preferred
- o Security experience preferred

Special Job Skills Required:

- o CPR certification a plus
- o Additional safety/security training background a plus

Physical Demands Required:

- o Ability to stand and/or walk for extended periods of time
- o Ability to move quickly when necessary
- o Ability to lift up to 25 pounds preferred

EEO Statement

The Delaware Contemporary provides equal employment opportunities for all applicants and employees without regard to race, color, religion, sex, national origin, age, handicap, marital status, veteran status, disability, sexual orientation, or any other characteristic protected by law. This policy applies to all employment practices (including selection, job assignment, compensation, access to benefits and training, promotion, discipline and termination) and affirms our commitment to the principles of fair employment and the elimination of discriminatory practices. The Delaware Contemporary will make reasonable accommodations for qualified individuals with known disabilities unless making the reasonable accommodation would result in undue hardship to The Delaware Contemporary.