

PART-TIME POSITION DESCRIPTION

Title: Visitor Services Associate

Compensation: \$20/hour

Commitment: Temporary, Part-Time (up to 30 hours per week) up to February 2023

Direct Report: Facilities Manager

Start Date: September 2022

About The Africa Center

The Africa Center is transforming the world's understanding of Africa, its Diaspora and the role of people of African descent in the world by providing a gateway for engagement with contemporary Africa. Serving as the hub for the exchange of ideas around culture, business, and policy related to the continent, and in the spirit of collaboration and engagement with individuals and institutions who share the Center's values, The Africa Center inspires enthusiasm, and advances thought and action around Africa's global influence and impact on our collective and shared futures. This mission is guided by a leadership team that includes Board Chair Chelsea Clinton, Board President Halima Aliko Dangote, and CEO Uzodinma Iweala.

Since launching its public programming in January 2019, The Africa Center has attracted and engaged thousands of visitors in a series of performances, installations, talks, readings, book signings, and film screenings. Teranga, a fast-casual restaurant located on the Center's first floor, highlights food from the continent and hosts tastings and cooking demonstrations aligned with the Center's programming and mission, and has received critical acclaim.

To learn more please visit www.theafricacenter.org and engage with our social media @theafricacenter on Instagram, Facebook, and Twitter.

I. Overview:

The Africa Center is seeking Visitor Services Associates to help create an exceptional experience for The Africa Center's community when they visit *States of Becoming*, a traveling exhibition curated by Fitsum Shebeshe and produced by Independent Curators International (ICI). Visitor Services Associates will also support the Facilities Manager with day-to-day operations and ensure the exhibition runs smoothly. The exhibition will be on view at The Africa Center at Aliko Dangote Hall from October 14th, 2022 until February 26th, 2023.

II. Responsibilities*

1. Welcome and engage with all museum visitors
2. Provide information, feedback, and exemplary service
3. Train on our point-of-sale (POS) systems to receive payment, distribute tickets, process pre-purchased tickets, and complete retail sales
4. Oversee the retail area to ensure that it is inviting, safe, and always fully stocked
5. Support the staff with data entry, answering phones, and performing basic administrative tasks
6. Open and close up the gallery space at the start and end of the day

7. Point of contact for cleaners, security, and other vendors working in the gallery
8. Assist with enforcing COVID-19 protocols
9. Become knowledgeable about the content of the exhibition
10. Switch on and off multimedia installations, equipment, and lights
11. Perform daily checks overseeing security and well-being of artifacts and displays
12. Help maintain a clean work environment, and perform light cleaning tasks in the gallery space
13. Do whatever it takes! Be willing to assist with all manner of tasks

**Please note this position involves moderate to heavy physical activity and exertion.*

III. Key Skills and Experience

1. Knowledge of museum visitor services, retail, or customer service. Experience in one or more of these areas is preferred.
2. Deep interest and commitment to The Africa Center's mission.
3. Exceptional interpersonal skills.
4. Positive and dependable work ethic.
5. Excellent communication skills and ability to prioritize and manage time effectively.
6. Open to a flexible work schedule including some evenings, weekends, and holiday availability.
7. Basic computer skills e.g. ability to use and or learn to use Microsoft Office, Google Drive, Dropbox, Slack, Asana (or similar project management software), Eventbrite etc.
8. Aptitude for conflict resolution, negotiation, and creating positive outcomes.
9. Excellent time management while simultaneously handling multiple tasks.
10. Open to working in a "start-up" environment with a small and dedicated team.

IV. Professional Commitment:

The Africa Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.

The Africa Center requires those hired into this position to provide proof that they have been fully vaccinated against COVID-19. Any individuals subject to this requirement may submit for consideration a request to be exempted from the requirement (based on a valid religious or medical reason). The Africa Center also requires the wearing of masks inside the space.

V How to Apply:

E-mail your application to careers@theafricacenter.org with the subject line: "Visitors Services Associate". Applications should include a resume and a cover letter. Incomplete applications will not be considered. No phone calls, please. Only candidates considered for an interview will be contacted. Please consider your application received unless it is bounced back.