

THE JOSLYN

VISITOR EXPERIENCE

Job Title

Visitor Experience Ambassador

Employment Status

On-Call

This role requires evening/weekend availability.

Department

Visitor Experience

Reporting Responsibility

Visitor Experience Manager

Position Summary

The Visitor Experience Ambassador is responsible for establishing a warm, welcoming atmosphere for all visitors. Visitor Experience Ambassadors will monitor buildings and grounds to safeguard property against damage, hazardous situations or unauthorized entry; and perform related duties as required. Requires responsibility for: enforcing rules and regulations governing the access to and use of public facilities; preparing routine reports of time and work done; making routine contact with the public and operating personnel in the monitoring and safeguarding of public facilities; observing and being aware of the surrounding environment and recognizing potentially dangerous situations and reacting appropriately.

Major Duties

Visitor Experience Ambassador Duties

- Manage the access badge process for employees and visitors according to workplace standards.
- Carry out instructions for security, fire, health and safety guidelines.
- Monitor activities within the museum, conduct roving patrols, and respond to incidents as directed.
- Be knowledgeable about Museum activities, services and layout and be willing to assist any visitor.
- Provide a positive experience to museum visitors.
- Participate in regular trainings on topics including accessibility, anti-racism, customer service, exhibition content, and visitor experience.
- Attend exhibition training courses, All-Staff meetings, and program planning meetings as able.
- Adhere to policies and procedures as outlined in the Employee Handbook.
- Other duties related to the visitors experience department as assigned.

Gallery Ambassador Duties

- Monitor the galleries to protect the works of art on display throughout the museum.
- Work as a key member of a visitor-centered and education-oriented team to ensure museum visitors have a positive experience.
- Observe visitors in museum areas to provide smooth flow of visitation, while keeping artwork and visitor safety as main priority.
- Report any artwork incidents, visitor feedback, and gallery observations to supervisors.

Welcome Ambassador Duties

- Maintain museum standards of cleanliness by cleaning, organizing, and tidying public spaces daily.
- Perform special projects and other related duties as required, directed, or as the situation dictates.
- Provide high-level internal and external customer support.
- Interface with vendors (catering, AV, etc.) to provide seamless customer support.

Minimum Qualifications

- A genuine sense of hospitality, with a commitment to delivering a memorable experience.
- The ability to work under pressure, prioritizing tasks and juggling many jobs simultaneously, while constantly interacting with visitors in a public environment.
- Punctual, dependable and dedicated to achieving operational excellence, down to the smallest of details.
- Discreet, ethical and committed to maintaining a high degree of confidentiality.
- Working in all aspects of the museum floor experience, including scheduled programming, special events, and regular museum hours.

Physical Qualifications

Mobility:

- The ability to consistently move around the museum is essential for this role.

Stationary Tasks:

- This position involves frequent stationary activities, including standing or sitting in one location.
- Being present in a space with a significant amount of multi-sensory stimulation including but not limited to multiple recorded audio tracks played over speakers, crowd noise, abrupt shifts in lighting, strobe lights and multiple video devices visible at once.

Body Movements:

- Occasional physical activities such as kneeling, crouching, climbing, bending, or stooping may be required.

Equipment Handling:

- The role may occasionally require pushing or pulling equipment, such as dollies and carts.

Lifting:

- Candidates must be capable of lifting, carrying, and placing items weighing up to 25 pounds.

Preferred Qualifications

- Basic computer skills and knowledge of office technology / equipment.
- Excellent listening and oral communication skills.
- Ability to work outside of traditional museum hours (Nights, Weekends & Holidays as necessary).
- Experience working in a museum or at a cultural institution.
- Experience with the requirements for working near high value art or around fragile and/or valuable materials.

Compensation

Salary: \$18.00, Hourly

Reasonable accommodations will be provided to qualified individuals in accordance with the applicable federal, state, and local law. If reasonable accommodation is needed to participate in the hiring process, to perform the essential functions of the job, and/or to receive other benefits and privileges of employment, please contact careers@joslyn.org.

To Apply

Please submit your cover letter and resume via email to careers@joslyn.org, and include the job role in the subject line. The Joslyn Art Museum believes in fostering diversity and equal opportunity as integral parts of its hiring practices, upholding its commitment as an Equal Opportunity Employer. Qualified candidates of all backgrounds are encouraged to apply for this position. Joslyn offers competitive compensation and a generous benefits package to eligible employees.

Our Mission

The Joslyn brings people together to explore art across time and cultures.

The Joslyn Art Museum was a gift to the people of Omaha from Sarah Joslyn in memory of her husband, George. From its first day, November 29, 1931, to today, the Museum has welcomed millions of visitors from around the world. Joslyn's collection of over 12,000 objects represents 5,000 years of human creativity and the world's diverse cultures. The campus comprises three stunning buildings—distinct yet connected—surrounded by sculpture gardens. Learning and engagement opportunities abound, and general admission is free to all, always.