

# THE JOSLYN

## VISITOR EXPERIENCE

### Job Title

Visitor Experience Ambassador (VEA)

### Employment Status

On-Call | Non-Exempt

*\* This role requires availability for evenings, weekends, and special events.*

### Location

On-Site | in person

### Department

Visitor Experience

### Reporting Responsibility

Director of Visitor Experience & Operations

### Position Summary

The Visitor Experience Ambassador creates a welcoming environment for all Museum visitors. They monitor buildings and grounds, protect museum assets, ensure visitor safety, and prevent unauthorized access. Responsibilities include enforcing public space rules, reporting on activities, interacting with visitors and staff, and staying alert to potential hazards to maintain a safe and positive environment.

### Major Duties

*The following responsibilities are listed in no particular order, as each one plays a vital role in the success of the Museum. All tasks are essential to our daily operations.*

#### Visitor Experience Ambassador Duties

- Carry out instructions for security, fire, health and safety guidelines
- Monitor activities throughout the museum, including conducting roving patrols, protecting works of art on display, and responding to incidents as directed.
- When interfacing with the public, ensure all visitors to The Museum have a positive experience
- Remain knowledgeable about Museum activities, services, and layout and be willing to assist any visitor
- Participate in regular trainings on topics including accessibility, customer service, exhibition content, and visitor experience
- Attend 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 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

#### Event Support

- Provide high-level customer service to all attendees, ensuring a welcoming and professional environment
- Monitor event spaces to ensure safety, security, and a positive visitor experience
- Respond promptly to any incidents or issues that arise during events, following established protocols
- Perform other event-related duties as assigned to support the VE team

## Minimum Qualifications

- Ability to work outside of traditional museum hours (Nights, Weekends & Holidays as necessary)
- 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
- Excellent listening and oral communication skills
- Discreet, ethical and committed to maintaining a high degree of confidentiality
- Basic computer skills and knowledge of office technology / equipment

## 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

- 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](mailto:careers@joslyn.org).*

## To Apply

PLEASE SUBMIT YOUR COVER LETTER AND RESUME VIA EMAIL TO [careers@joslyn.org](mailto:careers@joslyn.org), AND INCLUDE THE JOB ROLE IN THE SUBJECT LINE. Joslyn Art Museum is committed to fostering a welcoming and unbiased hiring process that offers opportunities for all candidates. Qualified candidates of all backgrounds are encouraged to apply for this position. The 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.

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. The 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.