

MARKETING WORKER – ON CALL

OVERVIEW: Greet and assist visitors & members of the public on behalf of the Seattle Art Museum.

FLSA STATUS: Non-Exempt REPORTS TO: Communications Associate or other as assigned

NOTE: This position will be “on-call” for situations in which extra help is needed for specific projects or events, such as those listed below. Expected time commitment is estimated at 10-20 hours every quarter. Often working hours will take place in the evenings and/or weekends.

ESSENTIAL FUNCTIONS:

Street Teams / Museum Greeter

- Interact with the public in order to hand out paraphernalia, swag or other materials as needed.
- Work in teams with other staff members
- Have up-beat and positive messages to share with potential visitors
- Readiness to share information or find out the answers to the public’s questions

Booths / Festivals

- Set up booths at various festivals and events throughout the year
- Work in shifts with other staff members
- Hand out Museum materials and sell swag
- Interact with the public; have an up-beat and positive attitude
- Assist with clean up

Visitor Survey Administration

- Survey museum guests at SAM, SAAM and OSP
- Approach museum patrons in a friendly manner for survey participation
- Responsible for survey materials inventory/request materials as needed
- Check in for shift and work independently at the survey table
- Proactive and outgoing attitude to encourage participation

QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. HS Diploma or the equivalent education / experience.
2. 3+ months relevant customer-service driven work experience.
3. Excellent customer service skills. Ability to maintain a positive approach when dealing with difficult internal/external customers in a consistent, professional manner.
4. Ability to learn and adapt quickly in a constantly changing environment.
5. Strong oral communication skills.
6. Ability to work professionally and tactfully and support management decisions in a positive, professional manner.

WORKING CONDITIONS:

Work will be both indoors and outdoors year-round in a variety of weather conditions. Work may require occasional long periods of sustained standing. The position may also involve bending, stooping, climbing up a variety of inclines and accessing outdoor areas on surfaces such as asphalt, cement, soil and rough or uneven terrain.

PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

Standing/Walking/Sitting: Approximately 20% of time is spent seated. Balance of the time (approximately 80%) is spent walking/ standing or moving around work areas.

Speaking/Hearing: Clear diction and acute hearing are necessary for effective communication with co-workers, the public, and outside agencies, by telephone and in person.

Vision: Corrected vision close to 20/20 is necessary to effectively use the computer screens and interpret written information.

Lifting/Carrying/Pushing/Pulling: The ability to lift and carry weights that may exceed 50 pounds.

Stooping/Kneeling: The ability to stoop and kneel is necessary for accessing supplies and performing inspections.

Reaching/Handling: Good manual dexterity is necessary for computer keyboard use and for retrieving and working with appropriate paperwork, equipment, and supplies.

The Seattle Art Museum will consider reasonable accommodations for those applicants with disabilities who may need a reasonable accommodation to perform the essential functions/duties. Please contact the Human Resource Department for additional information.