



Visitor Services Associate

HOUSTON CENTER FOR CONTEMPORARY CRAFT

Reports to: Education + Programs Coordinator

Classification: Part Time, Non Exempt

Starting Wage: \$15 per hour (average of 8 - 10 hours per week)

Job Function

Acting as an advocate and representative of Houston Center for Contemporary Craft (HCCC), the Visitor Services Associate interacts with visitors of all ages and backgrounds. The position is located in the gallery and public spaces of the Center and is responsible for greeting visitors; providing information on programs, events, and general information; and safekeeping the artwork on view. This position works closely with the education team to make art accessible and engaging to the broadest possible audiences and to contribute to the interpretive process. Approximately half of the time, the position also supports the development and preparation of educational craft programs, including organizing materials, assembling kits, and assisting with behind-the-scenes planning and logistics. The Visitor Services Associate works part time on Saturdays, and an additional weekday as needed.

Primary Duties and Responsibilities

- Provides rich visitor experiences and educational opportunities through public engagement
- Creates meaningful connections and fulfilling experiences for guests while in galleries
- Leads tours of exhibitions upon request
- Monitors exhibitions and surrounding areas, including daily record keeping
- Acts as guardian of gallery and objects by diplomatically enforcing gallery rules
- Assists with educational and exhibitions programming, including Hands-on Houston and other special events as needed
- Attends mandatory exhibition orientation sessions; attends staff meetings upon request
- Assists the education department with other initiatives as needed
- Helps staff members with clerical, research, and other administrative support, such as data entry, record keeping, and activity tracking as needed
- Prepare and organize materials needed for public programming

Qualifications

The ideal candidate should be friendly and comfortable speaking with the public, punctual, responsible, and available to work Saturdays and some weekdays. This is a great opportunity for anyone who wishes to gain experience working in a museum environment and for students who are studying an arts- or education-related field.

- Some education in an arts- or education-related field and experience in visitor services or hospitality, or an acceptable equivalent combination of education and experience
- Demonstrated excellence in public speaking and verbal communications skills
- Willingness to innovate and experiment with new modes of interpretation and visitor engagement
- Must be able to lift 40lbs and stand for extended periods of time
- Must pass a background check to work with children



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- Microsoft Suite proficiency preferred

Application Process

To apply, visit <https://crafthouston.org/employment-application-form/> to complete the online form and upload a cover letter, current resume, and three references. HCCC is looking to fill this position as soon as possible. Applicants who are selected for an interview will be contacted by HCCC.

Inclusion Statement

Houston Center for Contemporary Craft is an equal opportunity employer. HCCC does not discriminate on the basis of race, sex, sexual orientation, color, religion, national origin, age, military and/or veteran status, disability or any other characteristic protected by applicable federal, state, and/or local laws. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

The Houston Center for Contemporary Craft's mission is to educate on the process, product, and history of craft, here in the city of Houston and across the country. In our exhibitions, educational programs, and artist residencies, we strive to create a diverse, equitable, and inclusive environment that provides access to the resources artists need to realize their creative and community endeavors.

For our audiences, we aim to reach all people, no matter their previous experience with, knowledge of, or access to the arts. HCCC is committed to serving as a community that welcomes and respects everyone—regardless of age, ability, ethnicity, race, religion, political beliefs, sexual orientation, gender identity or expression, nationality, geographic origin, and socioeconomic status. To be of and for Houston, the most diverse city in the nation, we affirm our responsibility to be as inclusive as possible for all audiences.

For more information about HCCC, please visit www.crafthouston.org.