



Visitor Experience Associate

Opening 2021
Long Beach, CA

Overview

Compound is a cultural complex in the heart of the Zaferia district of Long Beach. Compound is dedicated to the intersection of art, wellness and community engagement. It is a new space for culture and community to promote connectivity and belonging.

Compound's approach is holistic and includes multiple entry points for engagement. We conceived public programming ranging from contemporary art exhibitions and immersive experiences, classes, and workshops in the healing arts, performances, dining, and a location to wander and reflect—all an effort to promote our values of creating connections, belonging, and fostering curiosity and growth

We are driven by the belief that *culture shifts consciousness*. Culture provides a safe context to reexamine ourselves, purpose and bettering our communities.

Visitor Experience Associates (VEAs) provide and administer exceptional visitor-centric service to Compound's audience. This position will be responsible for greeting and orienting Compound visitors to ensure a truly welcoming, unique, accessible and seamless experience. The customization of the Compound viewer experience is a priority to the success of the space and its ambitious programs, as each unique visitor's needs requires consideration. This position reports to the Visitor Experience Coordinator and the Director of Operations.

The VEA is responsible for providing steady, exceptional, high-level service to our audience as we build a community which enables the public to feel joy, and a sense of belonging at Compound. Our guests will want to come back time and again consistently, based on the high-level experience strategically executed by the VEA.

Responsibilities

- Enthusiastically greet all Compound visitors. As the initial point of contact, the VEA is fundamental in creating a welcoming, warm, safe and inclusive entrance to Compound.
- Stage information and signage for visitors and ensure resources are legible and

accessible based on individual interests of each visitor. Report shortages in visitor resources and signage to supervisors.

- Communicate and enforce Compound policies and procedures to visitors in a friendly and welcoming fashion; assist with wayfinding and visitor inquiries.
- Promote sales in the retail store, cafe, classes, and registration for programs, capturing visitor information when possible.
- Participate in training to develop customer service skills, art education training, and hospitality skills.
- Sustain a complete knowledge of exhibitions and programs and comfort in discussing contemporary art with a diverse audience.
- Under the direction of the Visitor Experience Manager and Visitor Experience Coordinator, provide support for event set-up and take-down, and manage event traffic and wayfinding.
- Ensure the spaces are ready for opening and are in order throughout the day. Clean and wipe down common-use areas regularly in compliance with COVID-19 guidelines. Clean and remove trash as needed.
- In the event of an emergency or medical incident, assist visitors according to Compound's safety and emergency protocols.
- Assist visitors with Compound's ticketing and reservations system.
- Solicit feedback from visitors to support a culture of continuous improvement at Compound.
- Engage in VE team meetings and training about exhibitions and programs.
- Assist with set up and break down of programs and wellness events, including live-streaming as needed.
- Perform other duties as assigned.

Experience

- Minimum two years of experience in a public-facing customer service environment, preferably with at least one year experience in a cash-handling position.
- Strong communication and organizational skills.
- Ability to work independently and as a member of a team.
- Strong attention to detail and accuracy.
- Ability to multitask.
- Ability to learn policies and procedures and correctly and courteously communicate that information to our audience.
- Excellent conflict resolution skills; ability to provide the highest level of customer service at all times.
- Demonstrated ability to engage effectively with culturally diverse audiences and audiences of varying ages.
- A positive customer-focused manner; ability to listen and empathize with visitor concerns, suggestions and requests.

Qualifications

- At least 18 years of age.
- Spanish or bilingual language fluency is ideal.
- Must be able to work Wednesdays – Sundays; flexible schedule may include holidays, exhibition openings, & late-night special events.
- Must be able to stand between 4-6 hours consecutively.
- Must be able to lift and/or move up to 15 pounds.
- COVID-19 vaccine(s) or testing as mandated by local government required - cost of the test and time for testing will be reimbursed. If you have a religious or health issue exempting you from getting the vaccine, it will be accommodated.

Compensation

Pay is \$15/hour. This position is for a part-time, non-exempt hourly employee.

Equal Opportunity Employer

We are an equal opportunity employer, and we aspire to reflect the diversity of Long Beach in both our staff and visitors. We will consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We believe that by actively building a workforce of the brightest people from the widest possible range of backgrounds, we can innovate, inspire, and engage with the widest possible audience.

COVID-19 Considerations

Visitors are currently required to wear masks inside Compound. We are following all LA County protocols for Museum and Retail establishments. Sanitizer and masks provided once hired.

To Apply

Please send a resume and cover letter to hr@compoundlb.com.