

City of Sugar Hill

Title: Venue Assistant – History Museum & Art Gallery
Status: Part Time Position
Reports To: Coordinator of Events & Cultural Programming

Job Summary

This position will be the first point of contact with all History Museum and Art Gallery visitors. Daily tasks include promptly answering and returning phone calls and emails, completing administrative tasks, and assisting in member services while maintaining the highest standard of professional courtesy and customer relations. This position is responsible for following the City's proper cash handling and ticketing policies and procedures. This position requires day, evening, and weekend shifts. The ideal candidate is an organized and flexible team-player.

Major Duties

- Clearly and respectfully communicate Museum and Art Gallery information and policies to guests.
- Answer and return calls and manage emails regularly, positively and in a timely manner.
- Maintain knowledge of all Museum, Gallery and city event programming.
- Assists with clerical duties for the Museum and Gallery and other venues as assigned.
- Works closely with the Sugar Hill Historic Preservation Society and the Sugar Hill Arts Commission in scheduling and promoting events and installations.
- Accurately and safely handle point of sale transactions, admissions and memberships.
- Assists with operations of gift shops and ticket sales for the various event venues.
- Reports all emergency situations to appropriate management staff or authorities.
- Assisting in the execution of city-sponsored events when necessary.

Qualifications

- Attention to detail.
- Strong written and verbal skills.
- Prioritizes problem solving and working independently.
- Customer service experience, preferably in the ticketing, non-profit arts or hospitality industries.
- Ability to initiate and build relationships with customers and interact via telephone and in person with customers.
- Trained using computer software programs including point of sale systems, ticketing systems and Microsoft Word, Excel, Outlook and Teams.
- Highly motivated self-starter, a hard worker with a high energy level; willingness to work hands-on in assisting customers and staff.

- Knowledge of basic cash handling procedures and fiscal responsibility.
- Possess high standards of integrity, credibility, and reliability.
- Works well independently and in a group setting; a true team player.
- Ability to maintain a high level of poise and professionalism in all circumstances.
- Ability to work a flexible schedule including daytime, evenings and weekends.

Complexity/Scope of Work

Successful performance contributes to the promotion of the city’s brand image, events, programs and initiatives. Employee must be able to give and exchange information, negotiate matters, solve problems and provide services.

Physical Demands/Work Environment

The work environment is typically performed intermittently sitting, standing for long periods of time, stooping, bending, crouching or walking. The employee occasionally lifts light to heavy objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity and distinguishes between shades of color and utilizes the sense of smell. The work is typically performed in an office and occasionally outdoors in hot or cold temperatures.

Minimum Qualifications

Knowledge and level of competency commonly associated with a high school diploma, with interest in the arts, history, hospitality, events, or public relations.

Sufficiently and thoroughly understand the work of all community and special event positions and be able to answer related questions and resolve problems, usually associated with at least one (1) year of experience or service.

Ability to successfully pass a criminal background check and drug screening.

Acknowledgement and Acceptance of Job Description

Employee Date

Department Head Date

City Clerk Date

City Manager Date