

About the Position

At the Santa Barbara Historical Museum, Visitor Services Representatives serve as a central point of connection between the public and the Museum, supporting visitor experience, gallery stewardship, communication, retail, membership, events, hospitality, venue rentals, and daily Museum operations.

This position plays a critical role in ensuring the safety of the Museum's galleries and guests, while creating a welcoming, inclusive, and engaging experience that connects visitors with the history, people, and stories of Santa Barbara.

This position is designed to provide a strong foundation for a career in museum work, with opportunities to develop skills and experience across departments. As Visitor Services Representatives develop their knowledge, skills, and experience, they may take on additional responsibilities and special projects with the potential to grow into other roles within the Museum.

The ideal candidate:

- Is highly personable and genuinely enjoys helping others succeed.
- Demonstrates trustworthiness, responsibility, and professionalism.
- Communicates with warmth, confidence, and clarity.
- Demonstrates strong organizational skills, sound judgment, and the ability to prioritize and reprioritize tasks amid frequent interruptions and changing needs from visitors and staff.
- Demonstrates initiative and resourcefulness; takes ownership of responsibilities; follows through; and actively seeks opportunities to learn new skills and contribute beyond routine duties.
- Demonstrates curiosity about the Museum and a willingness to learn about its mission, history, collections, exhibitions, programs, and operations.
- Works collaboratively with others and seeks to understand how different Museum functions contribute to the visitor experience and the Museum's overall mission.

Starting Pay: \$20 per hour, with opportunities for advancement.

Reports to: Director of Education

Schedule & Availability

Regular scheduling is based on Museum operating hours. Regular shifts are Wednesday–Sunday, 11:30 a.m.–5:15 p.m., with an extended Thursday shift from 11:30 a.m.–7:15 p.m.

Additional and extended shifts during scheduled evening and weekend programs, events, and private rentals is required.

Specific schedules and weekly hours will be communicated during hiring.

Flexibility, reliability, and punctuality are essential to maintaining consistent visitor services and supporting Museum programs and events.

Position Duties & Responsibilities

At the Museum Front Desk

Gallery Safety

- Assist with opening and closing procedures and daily Museum operations, including dusting, cleaning plexiglass, and turning gallery technology on and off.
- Follow established safety training/protocols and support their implementation to consistently maintain a safe environment for staff and visitors.
- Maintain accurate visitor attendance and other operational records as assigned using Museum systems, supporting internal reporting, grant applications, and organizational requirements.
- Perform daily walk-throughs of galleries and public spaces to identify safety, security, accessibility, and maintenance concerns. Record or report Museum temperature and humidity readings and other gallery conditions as directed to help protect collections, exhibitions, technology, furnishings, and facilities.
- Monitor security camera feeds covering Museum galleries, entrances, public areas, and Museum grounds, remaining alert to unusual, suspicious, or potentially unsafe

activity and promptly communicating concerns to the appropriate Museum staff member.

- Monitor visitor activity and enforce established Museum policies regarding food and beverages, photography, bags and personal belongings, animals, children, and appropriate behavior around exhibits and historic objects.
- Politely and professionally remind visitors of Museum guidelines when necessary, including appropriate behavior around historic objects, artwork, cases, displays, and interactive exhibits.
- Respond appropriately to accidents, injuries, medical situations, or other safety concerns, following Museum emergency procedures and notifying the appropriate staff member and emergency personnel when necessary.
- Assist with emergency procedures, evacuations, and other building safety protocols as directed.
- Maintain awareness of the location and proper use of emergency equipment, exits, first-aid supplies, fire extinguishers, and other safety resources.
- Document and communicate safety incidents, accidents, damage, maintenance concerns, and other significant issues according to Museum procedures.
- Monitor gallery technology and interactive components for proper operation and promptly report technical issues, damage, or malfunctions to the Museum's Facilities Manager.
- Identify and promptly report spills, trip hazards, damaged equipment, broken fixtures, lighting issues, temperature or environmental concerns, and other conditions that may pose a risk to visitors, staff, or collections to the Museum's Facilities Manager.
- Monitor and report conditions that may affect the preservation or security of Museum objects, including damaged cases, displays, mounts, barriers, or other exhibition components.

- Ensure that pathways, doorways, emergency exits, accessibility routes, and visitor areas remain clear of obstructions.
- Assist with maintaining appropriate lighting, signage, barriers, and other visitor-facing elements in galleries and public spaces.
- Maintain a clean, organized, and accessible environment in all exhibits, facilities, and at the Front Desk, ensuring that all public spaces are prepared to meet the needs of visitors.

Visitor Experience

- Serve as a knowledgeable first point of contact for visitors, members, school groups, event guests, vendors, and other members of the public.
- Develop a strong working knowledge of the Museum's mission, history, exhibitions, collections, programs, facilities, policies, and visitor resources in order to answer questions about Museum hours, wayfinding, exhibitions, programs, membership, events, merchandise, facilities, accessibility, policies, local attractions, and basic Santa Barbara history.
- Assist visitors in navigating the Museum and its resources, including exhibitions, galleries, public programs, the Museum Store, and Gledhill Library.
- Provide accurate information about current and upcoming exhibitions, public programs, lectures, tours, special events, and educational opportunities.
- Encourage visitors to participate in Museum programs, become members, shop at the Museum Store, and return for future visits.
- Welcome and engage visitors with warmth, enthusiasm, and professionalism, helping every guest feel comfortable, respected, and valued.
- Anticipate visitor needs rather than simply responding to requests, providing thoughtful assistance and helping visitors navigate the Museum with confidence.

- Invite and document visitor feedback, questions, suggestions, and concerns to help the Museum continually improve the visitor experience.

Communication & Daily Operations

- Manage multiple communication channels and competing requests while maintaining a welcoming and attentive presence at the front desk.
- Serve as a central communication point between Museum visitors and staff, professionally answering, transferring, and routing telephone calls, emails, messages, and other inquiries to the appropriate department or staff member.
- Monitor and respond to general Museum email and phone inquiries as assigned, ensuring questions are answered or routed to the appropriate staff member in a timely and professional manner.
- Connect visitors with the appropriate Museum staff members or departments when questions or needs fall outside the scope of Visitor Services. Accurately receive, document, and communicate messages, requests, and information to appropriate staff members.
- Receive, sort, and distribute incoming mail, packages, and other deliveries to appropriate Museum staff.
- Handle visitor, member, donor, and prospective-client information with discretion and follow Museum procedures for confidentiality, recordkeeping, and data privacy.
- Listen to visitor questions, concerns, and feedback and respond with professionalism, good judgment, and appropriate follow-through.
- Use Outlook, Microsoft 365, the telephone, and other Museum communication systems confidently and professionally.
- Learn to navigate the Museum's shared calendar system accurately and confidently.

- Learn to use the Museum's systems, software, databases, point-of-sale technology, and other digital tools, including Lightspeed, DonorPerfect, Canva, Later, Google Arts & Culture, and Constant Contact. Provide basic troubleshooting when appropriate. Demonstrate a willingness and ability to learn new systems, technologies, and workflows as Museum operations evolve.

Sales

- Process a variety of Museum Store transactions, returns, donations, memberships, and other sales accurately using the Museum's point-of-sale system.

Membership

- Promote and support Museum membership by maintaining a thorough working knowledge of membership levels, benefits, events, and other opportunities, and communicating this information to prospective and current members.
- Process new memberships, renewals, upgrades, and other membership-related transactions accurately and assist members with questions about their benefits in person, over the phone, and through email correspondence.
- Maintain accurate membership information in DonorPerfect and communicate changes, questions, or issues to the appropriate Museum staff member as needed.
- Assist with membership outreach, communications, renewals, and other administrative tasks assigned.

Museum Store

- Develop and maintain knowledge of Museum Store merchandise, including books, gifts, publications, apparel, and other products.
- Process, package, and prepare Museum Store orders for shipment, including online, telephone, and in-person purchases.

- Assist with receiving, restocking, organizing, and maintaining Museum Store inventory, as well as other retail-related tasks assigned.

Venue Rentals

- Serve as an initial point of contact for prospective wedding and private event clients, providing a welcoming and professional introduction to the Museum as an event venue.
- Conduct tours of the Museum and event spaces for prospective wedding and private event clients, highlighting the Museum's venue rental offerings, policies, procedures, and general event information accurately and professionally.
- Assist with preparing the Museum for venue tours and ensuring event spaces are clean, presentable, and ready to showcase to prospective clients.
- Maintain knowledge of Museum rental policies, spaces, capacity information, basic venue guidelines, and frequently asked questions so that prospective clients receive accurate and consistent information.
- Respond to rental inquiries by phone, email, and in person, gathering basic information about prospective clients' event needs, dates, guest counts, and interests.
- Respond to prospective clients' questions by phone, email, and in person, providing information within the scope of the position and connecting clients with the appropriate staff member when additional information or decision-making is required.
- Maintain accurate records of venue inquiries, prospective clients, tours, follow-up, and event-related communications using the Museum's designated systems.
- Communicate prospective client feedback, questions, concerns, and sales opportunities to the appropriate staff member.
- Support the rental process by assisting with various administrative tasks assigned.

Events & Hospitality

- Directly support the Director of Education in executing 40–50 public programs and special donor events annually, ranging from small gatherings to large-scale events. These include exhibition openings, fundraisers, concerts, lectures, VIP tours, member events, and community celebrations that welcome thousands of attendees each year.
- Assist with event registration, ticketing, guest lists, membership sales, and other assigned front-of-house responsibilities for Museum programs.
- Assist with event preparation, setup, execution, and breakdown, helping ensure that programs and events are organized, welcoming, and run smoothly.
- Prepare event spaces by arranging tables, chairs, linens, signage, décor, event props, displays, and other materials according to event needs.
- Organize, maintain, and properly store Museum event supplies, including linens, serving materials, décor, props, signage, and hospitality equipment.
- Prepare and manage food and beverage stations, including arranging food platters, refreshments, water stations, glassware, serving pieces, and other supplies.
- Assist with food and beverage service, including serving guests, replenishing refreshments, clearing tables, bussing, and maintaining clean and organized service areas.
- Provide attentive, professional hospitality by welcoming event guests, answering questions, and escorting guests through the Museum to create a welcoming, polished experience.
- Maintain clean, organized, and presentable public and event spaces throughout programs, including food and beverage areas, galleries, courtyards, and other guest-facing spaces.

- Monitor event spaces and anticipate guest and operational needs, proactively addressing issues, guest feedback, and supply needs or communicating them to the Museum's Director of Education and Facilities Manager.
- Assist performers, speakers, caterers, rental companies, vendors, and other event partners by helping them navigate the Museum and connecting them with appropriate staff.
- Assist with event breakdown and cleanup, including clearing tables, collecting dishes and glassware, removing event materials, folding and storing linens, organizing props and supplies, and returning spaces to their standard condition.
- Assist with moving tables, chairs, supplies, and other event materials as needed for setup, transitions, and breakdown.

Additional Responsibilities as Assigned

- Participate actively in Museum training and ongoing professional development, including training in exhibitions, Santa Barbara history, visitor engagement, safety, accessibility, and Museum policies.
- Assist with Education, Collections, or Library-based projects as needed, including digitization, research, and preparation of historical photographs and archival materials for exhibitions, education, marketing, publications, media requests, and partner organizations.
- Assist with developing visual and written content for social media, educational publications, audio guides, Google Arts & Culture, websites, marketing materials, presentations, and community outreach, as assigned.

Qualifications

Required

- Previous experience in customer service, hospitality, education, retail, tourism, public service, or another people-facing environment.

- Excellent interpersonal and verbal communication skills and the ability to interact comfortably with a wide range of visitors and colleagues.
- Ability to quickly learn and accurately communicate information about the Museum, its history, exhibitions, programs, policies, and operations.
- Ability to perform routine front desk and administrative tasks, including using a computer, telephone, and other office equipment.
- Strong willingness and ability to learn new software, systems, technologies, and organizational processes.
- Strong organizational skills, attention to detail, reliability, and follow-through.
- Ability to exercise sound judgment, remain calm under pressure, and know when to resolve a question independently versus when to connect a visitor with another staff member.
- Ability to work collaboratively as part of a small, cross-functional team.
- Commitment to providing welcoming, inclusive, and respectful visitor experiences.
- Ability to stand and walk for extended periods while assisting visitors, monitoring galleries, and supporting Museum operations.
- Ability to bend, reach, lift, carry, and move event supplies, tables, chairs, linens, retail merchandise, and other materials as needed.
- Ability to assist with event setup, breakdown, and cleanup, including arranging furniture, preparing hospitality areas, and returning spaces to their standard condition.
- Ability to perform the essential functions of the position, with or without reasonable accommodation.

Preferred

- Experience working in a museum, nonprofit, cultural institution, educational setting, hospitality environment, tourism organization, event venue, or similar public-facing organization.
- Retail, cash-handling, or point-of-sale experience.
- Familiarity with Santa Barbara history and/or an interest in local history.
- Experience working with children, families, school groups, or diverse audiences.
- Experience with events, weddings, private venues, tourism, or guest services.
- Experience using Microsoft Outlook, Microsoft 365, or similar workplace systems.
- Spanish or another additional language.
- CPR/First Aid certification.