



Visitor Engagement Assistant

MOCA TUCSON INSPIRES NEW WAYS OF THINKING THROUGH THE CULTIVATION, INTERPRETATION, AND EXHIBITION OF CONTEMPORARY ART. Established by artists in 1997, MOCA is Tucson's and the Sonoran Desert's only museum devoted exclusively to contemporary art from around the globe. Housed in a repurposed neo-brutalist firehouse in Downtown Tucson since 2010, MOCA Tucson applies creative solutions to the problems of today and tomorrow through the vehicle of contemporary art. Programming is ambitious, innovative, and responsive to current concerns. A pioneering museum of its kind, MOCA Tucson currently hosts rotating exhibitions by locally, nationally, and internationally renowned contemporary artists—critical exhibitions that spur dialogue and that foster empathy between artists and audiences. Our bold programming is highly engaging for diverse audiences and creates a welcoming, inviting space for visitors to learn more about the changing world we live in. MOCA Tucson is an important incubator and connector for contemporary art across the Southwest region and beyond.

SCOPE AND RESPONSIBILITIES

The Visitor Engagement Assistant is a part-time weekend staff position reporting to the Head of Visitor Engagement. The Visitor Engagement Assistant will manage the front desk during weekend open hours, serving as the public face of the museum by greeting visitors, providing information about exhibitions, and assisting with MOCAShop sales. Additionally, the Visitor Engagement Assistant will assist the Head of Visitor Engagement in developing and implementing new visitor experiences/resources and managing museum volunteers. As the public face of the museum and acting on-site manager during weekend open hours, this is an integral position in facilitating visitor engagement and museum growth, and a key role within MOCA Tucson's growing team.

Responsibilities Include:

Front Desk:

- Greet and orient visitors to the museum
- Provide amiable and efficient customer service
- Use Customer Relationship Management (CRM) software
- Assist visitors with membership sign-ups
- Respond to visitor inquiries (email, phone, and in-person)
- Contribute to gallery upkeep and exhibition maintenance
- Facilitate MOCAShop Sales
- Update MOCAShop inventory
- Act as weekend on-site manager
- Arriving early to open the museum and do any opening exhibition work
- Closing the museum on weekend evenings

Assist the Head of Visitor Engagement with:

- The development and implementation of new visitor engagement strategies/experiences
- Communication with community partners related to visitor engagement/MOCAShop
- Recruitment and management of museum volunteers and interns, including basic training
- Design, curation, and development of the MOCAShop
- Staff events as needed

QUALIFICATIONS

- Highschool diploma
- Ability to prioritize and multitask
- Knowledge of cash management procedures and customer services standards
- Retail and merchandising experience preferred
- Ability to supervise and train volunteers
- Excellent interpersonal communication skills
- Experience on Mac and PC Platforms
- Demonstrated professional public presence and knowledge of/interest in contemporary art and design
- Care and understanding of Tucson's and the Sonoran Desert's diverse communities and histories, with an emphasis on accommodating and welcoming all visitors
- Bachelor's degree preferred
- Fluent written and verbal communication in both English and Spanish preferred
- Experience with Customer Relationship Management (CRM) systems preferred

LOGISTICS

Approximately 12-15 hours per week at MOCA; must be available during MOCA's weekend open hours, which are currently Saturdays 12pm-7pm and Sundays 12pm-4pm. May attend weekly staff meetings and work museum events as needed. \$15 per hour. Applications will be reviewed as received. To be considered, send a cover letter and resume to: dominic@moca-tucson.org.