



Art and Culture Center/Hollywood

Guest Relations Weekend Associate

Why You Should Join Our Team

Our mission at the Art and Culture Center/Hollywood is to cultivate creativity and the support of the arts in our community through education, innovation, and collaboration. For almost 50 years, the Center has promoted excellence in the visual and performing arts via contemporary gallery exhibitions, stage performances, documentary films, artist talks, and educational programs that reflect the highest standards of artistry and diversity.

We are excited for you to join our dedicated and enthusiastic team in fulfilling a commitment to make an impact in our community by helping to share our education programs and cultural arts experiences with residents and visitors alike. Programs that will immerse guests and residents of all ages in transformative cultural arts experiences while surrounding yourself in a positive environment that embraces ingenuity, an innovative spirit and a commitment to excellence through creative pursuits.







The Guest Relations Weekend Associate will interact with visitors, youth, parents/guardians, Seniors, volunteers, and community partners to hold ourselves accountable for the investment that our Stakeholders, Benefactors, Local, County and State governments have made in the Center to activate arts education and cultural arts experiences. Our goals are to expand perspective and communication strategies, develop artistic skills, build connections, and create an overall positive experience for exploring cultural arts.

Duties and Responsibilities

This position is a great fit for a dynamic individual who is energized by interacting with people to connect them to dynamic arts education programs and cultural arts experiences of diverse genres for all ages that are inclusive, thoughtful and intentional. The individual will be passionate about immersing themselves in the arts, exploring cultural experiences, and creating a collective spirit to connect residents and visitors to the Center's arts education and cultural arts offerings.

The Guest Relations Weekend Associate will work closely with the Executive Director, Assistant Curator, and Operations Manager. This position will report to the Assistant Curator.

Specific Responsibilities

-  Facilitate building opening and closing procedures
-  Welcome visitors and share current exhibition and activities
-  Answer and route incoming calls in an efficient and professional manner
-  Maintain the appearance of lobby, outside entry and inside common areas, galleries, library, and kitchen.
-  Responsible to keep accurate records of weekend community service and volunteers
-  Adhere to financial policy and procedures related to visitor payments and credit card processing

- 🎨 Coordinate food and beverages and set up/breakdown needs for special events and activities.
- 🎨 Provide administrative support to staff, receive/sort mail, and report low inventory of supplies
- 🎨 Coordinate with the Assistant Curator to prepare visitor packets for field trips.
- 🎨 Work with the Arts Education Manager and Education Coordinator to welcome artist instructors, performers, exhibition artists and more.
- 🎨 Coordinate with Center administration to schedule volunteers and other needs.
- 🎨 Strengthen the Guest Experience by sharing insights, timely activity reports, reviews and improvement suggestions with the Center team.
- 🎨 Implement and enforce safety protocols to ensure the well-being of guests, performers, support staff and tech crew.
- 🎨 Other duties as assigned

Education Level, Knowledge and Work Experience

- 🎨 High School Diploma required
- 🎨 2+ years experience customer service and guest relations
- 🎨 Experience with point of sale process and reporting
- 🎨 Must enjoy interacting with people of all ages and have a passion for the arts

Skill Requirements

- 🎨 Constructive energy and flexible attitude
- 🎨 Reliable, punctual and able to follow a structured schedule
- 🎨 Ability to take initiative, adapt to shifting priorities and develop solutions quickly and effectively
- 🎨 Positive and open approach to collaboration, communication, and teamwork
- 🎨 Strong communications skills to convey the Center's offerings to guests
- 🎨 Interact professionally and amicably with guests, volunteers, community partners, Center Board Members, students, parents, and staff
- 🎨 Ability to remain calm under pressure to respond to any guest emergencies
- 🎨 Proficiency in technical areas such as smartboards, internet functions and more
- 🎨 Adherence to a standard of excellence
- 🎨 Unquestionable personal code of ethics, integrity, diversity and project a professional image of trust
- 🎨 Must pass a Level 2 background check
- 🎨 A valid driver's license and reliable vehicle is required

This is a part-time position for weekend support. Our office is located at 1650 Harrison Street Hollywood, FL 33020 and our weekend operating hours are 12:00 to 4:00 pm. We have a flexible work schedule and occasional nights may be required for programs, events and special projects.

Minimal physical requirements to include walking, standing, occasional lifting, sitting at workstation and ability to move about to support camp activities.

Equal Employment Opportunity

The Art and Culture Center/Hollywood provides equal employment opportunities to all qualified individuals prohibits discrimination against and harassment of any employee or any applicant for employment because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status or any other characteristic protected under applicable federal or state law. All personnel who are responsible for hiring and promoting employees

and for the development and implementation of programs or activities are charged to support this effort and to respond promptly and appropriately to any concerns that are brought to their attention.

Apply on Indeed or LinkedIn or submit cover letter and resume to info@artandculturecenter.org. Please reference the position you are interested in being considered for. No calls please.