

RUBY CITY

Open Position: Assistant Manager of Visitor Services

Location: Ruby City - 150 Camp Street, 78204

Classification: Full-time, Non-exempt Hourly Position w/Benefits

About Ruby City

Ruby City, operated by the Linda Pace Foundation (LPF), is a contemporary art center in San Antonio, TX, dedicated to providing a space for the city's thriving creative community to experience works by both local and internationally acclaimed artists. Envisioned in 2007 by the late collector, philanthropist, and artist Linda Pace, Ruby City presents works from Pace's own collection of more than 1400 paintings, sculptures, installations, and video works. The building, designed by renowned architect Sir David Adjaye OBE is part of a larger Ruby City campus, which also includes Chris Park, a one-acre public green space named in memory of Pace's son, and Studio, an auxiliary exhibition space that presents curated shows and programming. Ruby City opened in October 2019 and is free and accessible to the public year-round.

Job Overview

Ruby City is seeking applications for the Assistant Manager of Visitor Services to serve as an ambassador for Ruby City that will have a primary role of protecting artworks on exhibit while engaging with guests about the related artworks on display from an educational standpoint. This position serves as back-up to the Manager of Visitor Experiences and Programming. Ideal candidates are exceptional communicators with a strong interest in and knowledge of contemporary art.

Qualifications

- Good judgement and communication skills.
- High school graduate or equivalent, college preferred.
- Fluency in Spanish a plus.
- Experience in guest relations training is desired.
- Appreciation for the importance and fragility of contemporary art.
- Awareness for visitor's safety and welfare.
- Friendly demeanor that includes positive enthusiasm when interfacing with the public.
- Ability to follow policies and procedures thoroughly.
- Works cohesively with colleagues as part of a team.
- Must pass background check.
- Drug free.

Responsibilities

- Remain well-versed and knowledgeable in LPF policies and procedures.
- Participate in regularly scheduled trainings related to the collection, exhibitions, Ruby City campus and/or in regard to engaging with the public.
- Confidently and enthusiastically convey knowledge of educational information to the public.
- Proactively anticipate guests' needs and respond promptly with a confident, but solutions-oriented approach accordingly.
- Maintain positive guest relations and confidentiality of guest's data.
- Resolve guest complaints, ensuring the best visitor experience.

- Adhere to procedures for visitor accidents or injuries and in emergency situations.
- Monitor cleanliness of all public facilities: galleries, bathrooms, and sculpture garden.
- Monitor occupancy flow of guests, especially during high traffic times.
- Responsible for opening/closing duties of galleries within the Ruby City Campus.
- Create and maintain Visitor Service staff schedule on a weekly basis.
- Maintain confidentiality of Visitor Service staff personal information.
- Assist with public programs, which may include set up, take down and other event-related or administrative tasks.
- Assist Manager with the creation and logistics of team trainings and maintain team training manuals.
- Generate and update event slides for the lobby monitor.
- Facilitate production and upkeep of t-shirt inventory for staff.
- Manage sales and inventory of exhibition and program merchandise.
- Other duties as assigned.

Work Environment Includes

- Working every weekend, including evenings and some holidays.
- Working with the public
- Sometimes standing during shifts
- Working indoors and sometimes outdoors

Hourly Rate

\$20 per hour

Apply

Email cover letter with resume to dmorgan@rubycity.org and insert "ASSISTANT MANAGER OF VISITOR SERVICES" in the subject line. This position is open until filled, no calls please.

LPF is an Equal Opportunity Employer and considers all candidates for employment according to their experience, talent and qualifications for the job, without regard to race, religion, color, national origin, gender, sex (including pregnancy), sexual orientation, age if over forty (40), disability if otherwise qualified to do the job, or any other characteristic protected by federal, state, or local law.