Position Title: Guest Services Ambassador
Reports To: Guest Services Manager
FLSA Status: Part-Time, Hourly, Non-Exempt
Pay: $15/hr

Ahha is a 501c3 nonprofit organization whose mission is to cultivate a more creative community. Founded in 1961, ahha advocates for arts and culture policies and programming in the community and in the education system. Ahha takes a lead role in fostering cooperation among Tulsa arts and humanities organizations as a whole to benefit the entire community; and develops, supports and nurtures innovative programs and exhibits that bring the arts to the public. Ahha operates a state-of-the-art facility to support this mission.

Position Summary:

The Guest Service Ambassador (GSA) is the face of ahha, welcoming guests, artists, clients and the general public to the ahha Gallery in the Tulsa Arts District. Guest Service Ambassadors (GSAs) are warm and friendly, and comfortable engaging guests of all ages and backgrounds. The GSA ensures every guest of the ahha receives top quality attention and service; facilitates sales of merchandise, tickets and memberships, Food and Beverage; oversees guests while in the Gallery and The Experience; and supports all the activities of ahha. This is a part time, hourly position. Shifts will be scheduled during ahha public hours. These hours are Wednesday through Saturday 12:00pm - 9:00pm and Sunday 12:00pm - 7:00pm. GSAs will also be scheduled for other hours to support special programs and events as needed and according to the GSA’s availability. Training for this position will consist the GSA’s first 3-5 shifts.

The Experience:
The Experience is an artist-driven, large-scale, fully immersive art installation that invites participants to explore a fantastical, multimedia environment through sight,
sound, movement, and touch. This ambitious project completely transforms the second floor of ahha. Five local lead artists guide the creative direction of the project. The art itself will take the form of fantastical multimedia that guests experience and interact with as they move through the space.

**Essential GSA Duties and Responsibilities:**

- Other duties may be assigned in keeping with the mission of the ahha.
- Greet and welcome every guest who enters ahha.
- Completes the sale of admission tickets, gallery artwork, gift shop merchandise, ahha memberships, studio classes or camps, open lab payments, and event tickets.
- Offer guests information about current exhibits and programs.
- Discretely supervise guests while in the Gallery and The Experience.
- Provide security for artwork in gallery spaces.
- Direct guests to the appropriate staff person for appointments or for further assistance when needed.
- Possess full knowledge of the activities within ahha, both current and future.
- Assist with and report problems, suspicious activity, public safety concerns, and emergency situations to Guest Service Manager, appropriate staff, or non-emergency police.
- Answer the phone when it is on in the lobby, and direct the caller to the appropriate staff person.
- Open and close the Gallery, The Experience, and the gift shop fully each day.
- Encourage visitors to complete electronic surveys.
- Conduct gallery tours on an as needed basis.
- Acts as an ambassador for the programs and activities of ahha, including, but not limited to: Open Lab Hours, First Fridays, studio classes, studio camps, Gallery tours, ahha fundraising events, and building tours.
- Undertake cleaning when necessary in the gift shop, gallery, and The Experience, including but not limited to: sweeping and mopping the floors; wiping down windows, picking up trash from the floors, cleaning up minor spills, dusting and sanitizing surfaces, organizing the desks in the lobby.
• Being familiar with ahha’s history of community programs, onsite programs, philanthropies, and/or activities to educate and advocate on behalf the arts in Tulsa (training will be provided.)

Ahha Values:
Employees of ahha must be committed to upholding the values of the organization:

- Self-Expression
- Creativity
- Education
- Community
- Collaboration
- Diversity
- Inclusion
- Capacity Building

Supervisory Responsibilities:
This position currently has no supervisory responsibilities.

Competencies:
To perform the job successfully, an individual should demonstrate the following competencies.

Continuous Improvement
- Works hard consistently and enthusiastically
- Displays original thinking and creativity
- Meets challenges with resourcefulness
- Develops innovative approaches and ideas

Integrity
- Accepts accountability for personal performance and behavior
- Admits and takes responsibility for correcting mistakes
- Represents collective interests over personal gains

Teamwork
- Able to establish and maintain effective and professional working relations with coworkers
- Relates well to all kinds of people, building rapport with diplomacy and tact
- Shows empathy and respect towards others

Customer Service
- Deals courteously and effectively with the public at all times
• Responds promptly to customer needs
• Solicits customer feedback to improve service

Safety and Security
• Adheres to all safety regulations and policies and maintains a safe and productive workplace for visitors, program participants and fellow employees
• Reports potentially unsafe conditions

Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience
High school diploma or general education degree (GED); at least six months related experience and/or training; or equivalent combination of education and experience is required. Bilingual is a plus. Preference will be given to professional visual artists, experienced Teaching Artists, and/or those holding or seeking a college degree in visual arts or arts education.

Language Skills
Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients and other employees of ahha.

Mathematical Skills
Ability to add, subtract, multiply and divide using whole numbers, common fractions and decimals. Ability to perform these operations using units of American money.

Computer Skills
Microsoft Word, Microsoft Excel, Internet Browser(s) experience required. Square or equivalent point of sale system preferred. Once trained, Studio Ambassadors will be expected to utilize Tessitura software regularly.

Other Skills, Abilities or Qualifications
Ability to work a varied schedule, including evenings, weekends and holidays as needed.

Physical Demands:
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires moderate standing; moderate walking; moderate sitting; moderate reaching with hands and arms; minimal climbing or balancing; minimal stooping, kneeling, crouching or crawling; substantial talking or hearing; and minimal lifting up to 20 pounds.

Work Environment:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires minimal work in outdoor weather conditions and substantial work with moderate noise level. It requires no work in the following: wet or humid conditions; near moving mechanical parts; in high, precarious positions; around fumes or airborne particles; near toxic or caustic chemicals.

To Apply:
Please send resume and cover letter to Guest Services Manager, J.J. Cody, jcody@ahahtulsa.org

No phone calls please.

Due to the expected volume of applications for this position, only those selected for an interview will be contacted.