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

Ahha Tulsa, formerly The Arts & Humanities Council of Tulsa, Inc., 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 the mission, the Hardesty Center (HC).

Located on the third floor of the Hardesty Center, The STUDIO is a space that invites visitors to think like artists through open-ended creative exploration and discovery. In The STUDIO, visitors select their own materials from a wide array of possibilities, generate their own ideas and execute their own unique creative products. Studio Ambassadors act as guides for technical support, when needed, and idea generation tools are available for visitors who need help getting started.

Position Summary:
Studio Ambassadors are the face of ahha Tulsa, welcoming guests to The Studio and helping them explore their inherent creativity. Studio Ambassadors are warm and friendly and are comfortable engaging guests of all ages and backgrounds. Studio Ambassadors ensure every guest at the ahha Tulsa receives top quality attention and customer service; facilitates sales of Studio merchandise, food and beverages, classes and workshops, Open Labs, memberships, and other ticketed events using Tessitura software; and supports the activities of ahha. This is a part time, hourly position.
Essential Duties and Responsibilities:

- Greets, welcomes, and orients all guests to The STUDIO
- Facilitates creative exploration in The STUDIO for guests of all ages
- Completes sales of Studio merchandise, ahha memberships, food and beverages, Open Labs, classes/workshops, and other ticked events using Tessitura software
- Actively engages with ahha patrons and uses appropriate sales techniques to sell ahha memberships, Open Lab sessions, classes/workshops, Studio merchandise, food/beverages, and event tickets
- Possesses full knowledge of the activities within ahha, both current and future
- Offers guests information about ahha programs, discretely supervises guests while in The STUDIO, directs the guests to the appropriate staff person for appointments or for further assistance, when necessary
- Share programing ideas for the STUDIO and facilities special activates for tour groups
- Assists with and reports problems, suspicious activity, public safety concerns, and emergency situations to the Manager on Duty
- Performs general administrative duties for The Studio including daily reports
- Ensures The STUDIO is clean and welcoming for guests and all materials are appropriately put away at the end of each day
- Responsible for daily set up and clean up of materials
- Maintains Studio supply inventory
- Encourages visitors to complete electronic program surveys
- Regularly provides feedback to full time staff about how The STUDIO is functioning
- Undertakes other light cleaning in The STUDIO when necessary
- Acts as an ambassador for the programs and activities of ahha, including but not limited to: ahha memberships, Open Labs Hours/Scheduled Access, First Fridays, art classes, gallery tours, and ahha fundraising events
- Encourages guests to sign up for ahha’s e-newsletter
- Is familiar with ahha’s 50+ year history of community programs and prior onsite programs/activities to educate and advocate on behalf of ahha
- Completes other duties as assigned in keeping with the mission of ahha Tulsa

Ahha Values:

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

- Self-Expression
- Creativity
- Education
- Community
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.