



Inspire, enrich, and interlace Eastern Oregon communities through creative expression.

Job Title: Visitor Services and Data Liaison

Job Summary

The Visitor Services and Data Liaison is responsible for providing excellent customer service at Art Center East (ACE). The Visitor Services and Data Liaison greets visitors, answers phones, and provides visitors with information about ACE classes, exhibits, and displayed artwork; uses Square point of sale system (training provided); manages online orders and performs data entry tasks, including tracking memberships and volunteers; uses ACE social media to promote ACE activities; and works collaboratively with the other members of the ACE staff team. This position requires a minimum typing speed of 60 WPM and facility using Google Sheets.

The Visitor Services and Data Liaison works **22-25 hours per week**.

Visitor Services and Data Liaison work schedule:

- Wednesday through Friday 11:45 am - 5:15 pm
- Saturdays 9:45 am - 2:15 pm
- Occasional opening/closing receptions (usually held on Fridays) 5:30 - 8:30 pm

The Visitor Services and Data Liaison is an important member of the vibrant ACE team that works to support ACE's five Core Programs: Youth and Adult Arts Education, Art Galleries, Artists in Rural Schools, Economic Development for Artists, and Community Music.

Required Qualifications and Skills:

Education

- Education and/or experience sufficient for success in this position

Customer service and communication

- 2+ years of experience working in a busy office environment
- Clear, polite phone voice
- Professional appearance and courteous manner
- Strong interpersonal, written, and verbal communication skills
- Ability to track and follow up on interactions with the public
- Self-starter and problem solver
- Handle transactions via electronic invoice, cash, check, and credit/debit cards using a point-of-sale system (training provided)

General

- Computer literacy, including word processing and email proficiency
- Comfortable using technology and social media
- Strong task and time management skills
- Ability to thrive in a team environment

Preferred, but not required

- Passion for the arts of any kind!
- Multiple years of sales experience
- Experience working at a nonprofit organization and/or art gallery
- Experience working with diverse populations
- Familiarity with productivity software and Google Drive/Docs, Square POS, and/or WordPress
- Familiarity with (and/or curiosity about) regional arts communities
- Spanish-speaking

Specific Visitor Services and Data Liaison duties include:

- Welcome visitors
- Answer visitor/customer inquiries in person, on the phone, and via email, directing inquiries to other ACE staff as needed
- Help visitors register for ACE classes and occasionally give tours of the building
- Provide information to visitors regarding artworks and items in ACE's Main, Orlaske, and Gift Galleries
- Use Square point of sale system for transactions in ACE Gift Gallery
- Manage online orders
- Perform data entry tasks (e.g., class evaluations, membership updates, volunteer tracking)
- Use ACE social media to promote ACE classes and events
- Other duties as assigned

Compensation and Benefits:

- \$15.00 per hour
- Paid Holidays
- \$100.00 insurance stipend per month after the first six months of employment
- Staff discount on Gift Gallery items

Visitor Services and Data Liaison reports to the ACE Executive Director and works closely with all members of the ACE staff team.

Application Deadline: open until filled

Application Instructions

Please provide the following items:

- Cover letter that describes why you are interested in working at Art Center East and how your work experience relates to this position
- Resumé

- Recommended: three professional references

Incomplete applications will not be considered.

If submitting electronically, application materials must be **saved as a single PDF document with [Your first and last name] Visitor Services and Data Liaison in the document title.** Please email your application materials to info@artcentereast.org.

If submitting hard copy application materials, please mail them to P.O. Box 541, La Grande, OR, 97850 or deliver them to Art Center East at 1006 Penn Avenue in La Grande.

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