

Guest Service Associate at the Dahl Arts Center

Organization: Rapid City Arts Council
Location: Dahl Arts Center, Rapid City, SD
Type of Position: Part-Time Hourly, up to 20 Hours/Week
Schedule: Must be available on Saturdays from 9:45 am-5 pm. Additional half-day or full-day shifts are flexible, Monday-Friday, during business hours.
Date Posted: 3/18/2024
Date Needed: 4/1/2024 or as soon as possible.

Do you love the arts?

The Rapid City Arts Council is seeking a passionate and customer-focused individual to join our team as a Guest Services Associate at the Dahl Arts Center. As a key member of our art center staff, you will play a vital role in providing exceptional visitor experiences and ensuring the smooth operation of our facilities.

About Rapid City Arts Council & Dahl Arts Center

The Dahl Arts Center welcomes thousands of guests each year to experience art exhibitions, musical performances, and adventures in arts education. The Rapid City Arts Council (RCAC) team has managed the Dahl for 50 years, in our mission to make the arts accessible to everyone. The art center houses five art galleries, an event center, and an education complex and is open to the public Monday-Saturday, from 10am to 5pm. Admission is always free. Learn more: www.rapidcityartscouncil.org & www.thedahl.org

Responsibilities:

- **Visitor Engagement:** Welcome and assist visitors at the reception desk during business hours and special events, providing friendly and knowledgeable assistance regarding membership, exhibitions, events, and facilities. Act as a point of contact for inquiries, offering information about the Dahl's collections, programs and amenities.
- **Membership & Ticket Sales:** Promote membership opportunities. Assist guests with membership and event ticket purchases. Ensure all transactions are handled with care and attention to detail, adhering to organizational policies and procedures.
- **Customer Service:** Provide outstanding customer service to all visitors and answer the phone, addressing questions, concerns, and feedback in a courteous and professional manner. Resolve issues promptly and effectively to ensure a positive experience for all guests.
- **Gallery Monitoring:** Monitor gallery spaces to maintain a safe and secure environment for visitors and artworks. Enforce gallery policies regarding touching exhibits, pets and other visitor behavior guidelines.
- **Retail Operations:** Assist with retail sales in the gift shop, including merchandise transactions.
- **Event Support:** Assist with the coordination and execution of RCAC events both rentals and internal, including exhibition openings, educational programs, and special events. Provide support to event staff as needed to ensure events run smoothly and guests have an enjoyable experience.

- **Facility Maintenance:** Conduct regular walkthroughs of gallery spaces to identify and address any maintenance or housekeeping needs. Collaborate with facilities staff to maintain cleanliness, organization, and safety throughout the facility.
- **Team Collaboration:** Work collaboratively with RCAC staff across departments to support overall operations and initiatives. Participate in staff meetings, training sessions, and special projects as required.
- **Other duties as assigned.** Reports to the Gallery Director & Curator.

Qualifications:

- Previous customer service experience in a hospitality, retail, or related field preferred.
- Strong interpersonal and communication skills, with the ability to interact effectively with diverse audiences in a positive and courteous manner.
- Excellent organizational skills and attention to detail.
- Proficient computer skills, including word processing and email applications.
- Knowledge or interest in art and cultural institutions preferred.
- Must be able to lift 20 pounds or more.
- Availability on Saturdays required.

Join our team and be a part of providing enriching artistic experiences to our community and visitors. Apply today to become a valued member of the Rapid City Arts Council's guest services team at the Dahl Art Center!

Compensation: Starting at \$13/hour.

How to Apply / Contact

Interested candidates are encouraged to apply by March 29, 2024.
Send application materials to admin@thedahl.org

- (1) Include "Guest Services" in the subject line, and
- (2) Tell us why you want this job in the body of the email.

Or apply via the post on [Indeed](#).

Successful candidates will be contacted for an interview.
No calls please.