

Job Title: Guest Services Representative

Organization: Rapid City Arts Council

Location: Rapid City, SD

Hours: 25-29 hours/week, (part-time, hourly, non-exempt)

Compensation: \$14 per hour

Reports to: Gallery Director & Curator

Position Summary:

Guest Services Representatives serve a vital role by acting as the primary point of contact for visitors, ensuring a welcoming, informative and positive experience. This position provides daily operations by providing excellent customer service, assisting with memberships, ticket sales and knowledge pertaining to the galleries. This role also contributes to the success of exhibitions, events, and retail operations through hands-on support and collaboration with staff across departments.

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.
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Qualifications:

- Previous customer service experience in 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 is preferred.
 - Must be able to lift 20 pounds or more.
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Work Environment:

This is a part-time role with a base schedule of Monday-Friday, 12-5pm. Some evenings or weekend work may be required for special events, exhibition openings, or meetings. Position is on-site at the Dahl Arts Center in Rapid City. Position reports to the Gallery Director & Curator.

About the Rapid City Arts Council:

Founded in 1968, the Rapid City Arts Council (RCAC) champions the power of art to bring all kinds of people together, making art more accessible, more integral, and more inspiring for the communities we serve.

Through a public-private partnership with the City of Rapid City, RCAC supports creative placemaking and economic development efforts, and is responsible for the management of the civically owned Dahl Arts Center, home to 6 visual art galleries, a 250+ capacity events center, five classrooms, and a curated permanent collection of local and regional art.

RCAC focuses on these key areas:

- **Advocacy:** Driving public awareness and conducting cultural planning that aligns with the city's foundational development policies to advance the role of the arts.
- **Dahl Arts Center Management:** Overseeing the 39,000-square-foot facility, which serves as a hub for arts and community engagement.
- **Community Arts Opportunity Grantmaking:** Supporting local arts nonprofits through the City's Arts Contingency Fund, enhancing the sustainability of the arts in our community.

- **Galleries:** Providing exhibitions, presentations, and performances that celebrate the diversity of regional artists.
 - **Arts Education:** Offering programs for individuals of all ages and abilities, fostering lifelong engagement with the arts.
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To Apply:

Please submit a resume detailing relevant experience to admin@thedahl.org by 4/8/2026