



POSITION DESCRIPTION

VISITOR EXPERIENCE ASSOCIATE: Full - Time

Vizcaya Museum and Gardens is a National Historic Landmark and accredited museum in Miami, Florida (www.vizcaya.org). The Visitor Experience Associates process sales, welcome visitors and tell visitors about available experiences upon arrival at the Admissions Booth and upon entry to the Main House. Visitor Services Associates provide customer service at various assigned posts throughout the estate, indoors and outdoors. The position is in the Visitor Experience Department, reports to the Director of Visitor Experience and also works closely with the Assistant Manager of Visitor Experience.

Vizcaya is owned by Miami-Dade County and is operated by the non-profit Vizcaya Museum and Gardens Trust, Inc. Our mission is to preserve the estate's cultural and environmental resources to engage people in connecting with the past, understanding the present and shaping the future. Our vision is to position Vizcaya as an enduring, inclusive and innovative place that inspires people to embrace the cultural vitality and environmental sustainability of the world around us.

Essential Functions

- Provide excellent customer service to those visiting or contacting Vizcaya by phone or email.
- Operate Vizcaya's ticketing system to process sales for general admission, group tours, programs, memberships, and select merchandise and permits.
- Conduct daily opening and closing procedures, and attend daily on-shift team meetings.
- Orient visitors to specific onsite activities, resources and accommodations according to Vizcaya's procedures (permit programs, audio tours, service animals, etc.).
- Support ongoing visitor studies by collecting feedback or conducting surveys.
- Support set up and breakdown of pop-up admissions, registration or sales posts during regular operations, special events or programs.
- Adhere to the museum's uniform policy and/or guidelines (including the use of required personal protective equipment) and maintain a professional, neat appearance.
- Attend optional and mandatory continuing education trainings related to job duties and career development (approximately 6/year).

This job description is not designed to be comprehensive; duties, responsibilities and activities may change at any time with or without notice.

Position Requirements

- At least 1 year of work experience in a customer service field.
- High school diploma or equivalent.

- Positive attitude, good interpersonal skills, flexibility and commitment to collaboration, customer service, strategy and innovation.
- English fluency.

Factors Vizcaya Will Consider When Evaluating Applicants and Determining Compensation

- Additional relevant work experience, training and education.
- Spanish, Haitian Creole and other language skills.

Compensation

Vizcaya Museum and Gardens offers competitive compensation, generous paid leave, retirement benefits, and robust medical and other insurance for full-time employees. The salary for employees meeting the requirements of this position is \$17/hour.

Work Environment/Physical Demands

The majority of work involves interaction with the public, community members, partners, donors, vendors, contractors and other constituents on and off site. Vizcaya is a non-smoking environment.

Position Type/Expected Hours of Work/Schedule

This is a Full-Time hourly position (40 hours per week), Wednesday through Sunday.

To Apply

Please submit a resume and a cover letter expressing your interest in this position to: HRVizcaya@vizcaya.org. Please reference the position title in the subject line of your email.

Equal Opportunity Employer

Vizcaya Museum and Gardens is committed to equity and inclusion and is engaged in a strategic process to ensure that our staff, Board and volunteers reflect our community's diversity. Vizcaya welcomes applicants from groups that are underrepresented in cultural organizations and seeks to recruit, develop and retain a diverse workforce.

Vizcaya Museum and Gardens is an equal opportunity employer. Vizcaya respects people of all backgrounds and does not discriminate based upon race, religion, color, national origin, ancestry, sex, pregnancy, childbirth, sexual orientation, gender identity, gender expression, age, marital status, familial status, status as a protected veteran, status as an individual with a disability, status as a victim of domestic violence, dating violence or stalking, or other applicable legally protected characteristics protected by law.

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