



POSITION DESCRIPTION

CLIENT SERVICES REPRESENTATIVE (PT, Temp)

Vizcaya Museum and Gardens is a National Historic Landmark and accredited museum in Miami, Florida (www.vizcaya.org). The Client Services Representative for the Facility Rentals Department will answer phone calls and emails from potential clients, respond to initial rental inquiries, schedule site visits, manage facility rentals calendar and assist the department as needed. The position is temporary, part time, Monday through Friday, 20 hours per week through September 30, 2022. The position is on the Marketing and Client Services Team in the Facility Rentals Department, reports to the Facility Rentals Events Director and is a non-supervisory position.

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

- Answer calls and emails from clients, maintaining a call log.
- Respond to rental inquiries and schedule site visits.
- Manage and maintain the facility rental calendar, including clearing holds from dates.
- Assist the Department as requested.

General Responsibilities

- Proactively promote communication, collaboration and customer service.

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 6 months of work experience in customer service or hospitality.
- High School Diploma or GED.
- Positive attitude, good interpersonal skills, flexibility and commitment to collaboration and customer service.
- English fluency.
- Proficiency with Microsoft Office.

Factors Vizcaya Will Consider When Evaluating Applicants

- Additional education and/or experience.
- Spanish fluency.

Compensation

Vizcaya Museum and Gardens offers competitive compensation for temporary part-time employees. The salary for employees meeting the requirements of this position is \$20/hour.

Work Environment/Physical Demands

The majority of work is done in an office setting, with significant portion involving interaction with the public, community members, vendors, and other constituents on and off site. This position requires significant time using a telephone and computer. Vizcaya is a non-smoking environment.

Position Type/Expected Hours of Work/Schedule

This is a part time, temporary hourly position (20 hours per week), between the hours of 9:00 a.m. and 4:00 p.m. Final schedule to be determined with the selected candidate.

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.

Updated April 12, 2022