



Fine Arts Center

COLORADO SPRINGS

Taylor Museum
Bemis School of Art
Performing Arts
30 West Dale Street
Colorado Springs, Colorado 80903
tel: 719.634.5581 fax: 719.634.0570
www.csfineartscenter.org

Job Description

TITLE: Patron Experience Guide
STATUS: Part-time; Non-Exempt
DEPARTMENT: Administration
REPORTS TO: Patron Experience Manager

Mission

The mission of the Colorado Springs Fine Arts Center (FAC) is to provide innovative, educational and multidisciplinary arts experiences, building upon our history as a unique cultural pillar of the Rocky Mountain region. Our vision is to elevate the individual spirit and inspire community vitality through the performing and visual arts and arts education.

Position Summary

The Patron Experience Guide (PEG) provides both a required presence in the museum galleries to guard and protect the art and excellent customer service to visitors to all areas/programs of the FAC. As a collecting and exhibiting art museum, we have a duty to protect any object in the collection while on the property. In addition to their primary mission protecting the art, the PEG engages patrons to enhance their museum experience and provide visitor services for the Fine Arts Center as a whole.

Duties and Responsibilities:

1. Enhance the visitor experience
 - a. Greet visitors in a friendly manner.
 - b. Serve as gallery guide, providing a high level of hospitality and engagement with visitors to enrich their experience with the museum. Share knowledge about FAC programs, history and building. Guide visitors in navigating the building; provide instruction for visitor technology platforms, answer specific questions and offer information about upcoming programs.
 - c. Attend regular information sessions and trainings on the FAC's history, collection, current exhibitions, special events and programs.
 - d. Ensure that the public spaces are safe, clear, clean and accessible (or inaccessible) according to installation/de-installation schedules, theatre performances, etc.
 - e. Support front desk team in staffing the lobby and public corridors during public events.
 - f. Assist visitors with special accommodations such as wheelchairs, large print label guides, hanging coats and backpacks as needed, etc.
 - g. Address unexpected visitor issues and/or emergencies, such as calling cabs, waiting with an elderly patron who locked the keys in his/her car, calling an ambulance, etc.

2. Protects the art
 - a. Observe assigned galleries to protect works of art from theft, vandalism, or inadvertent damage. Ensure visitors maintain proper distance from objects.
 - b. Inspect the complex and the grounds on a daily basis for potential breaches of security and fire hazards. Report security, safety, or environmental hazards to museum staff and campus safety team.
 - c. Assist museum staff with gallery opening and closing duties, turning related museum equipment (video/projection equipment, lights, sound, etc.) on or off in preparation for museum opening or closing. Secure museum doors when museum is closed to the public
 - d. Monitor security cameras as assigned.
 - e. Perform interior sweep of building before lock up.
 - f. Monitor environmental control system to ensure temperature and humidity stay within acceptable ranges. Notify museum staff and facilities team of any irregularities.

3. Other duties as assigned.
 - a. Assist with event set-up and tear-down as needed.
 - b. Maintain check-out log for FAC equipment as needed.
 - c. Perform light custodial duties as needed including sweeping, mopping, rest room restocking, trash removal, snow removal, etc.
 - d. Accept packages at the loading dock and distribute as needed.

Skills and Qualifications:

1. High School graduate or equivalent.
2. 3+ years of successful work experience, ideally in a customer service or hospitality environment.
3. Strong customer service orientation with a wide variety of constituents. A passion for people.
4. Ability to work with minimum hands-on supervision.
5. Must have availability to work flexible schedule, including evenings, weekends and holidays as needed.
6. Requires ability to hear and distinguish the following alarms and sounds: Fire Alarm, Burglar Alarm, Elevator Disable Alarm, Boiler Emergency Alarm, front and rear doorbell, regular telephone and security intercom. Also must be able to hear and use the Security radios.

WORKING CONDITIONS

This position requires a considerable degree of physicality. Much of every work day is spent on one's feet walking around the building and standing guard. Requires the ability to climb stairs and quickly respond to emergencies. Need the ability to lift 25 lbs. Work hours will regularly extend outside of a normal workweek schedule.