

LINDA PACE FOUNDATION

Job Description: Visitor Services Associate (VSA) Position

Assignment: Ruby City

Classification: Part-time, Non-Exempt Hourly

About Ruby City

Ruby City, operated by the Linda Pace Foundation, is a contemporary art center in San Antonio, TX, dedicated to providing a space for the city's thriving creative community to experience works by both local and internationally acclaimed artists. Envisioned in 2007 by the late collector, philanthropist, and artist Linda Pace, Ruby City presents works from the Linda Pace Foundation Collection of more than 1,400 paintings, sculptures, installations and video works. The building, designed by renowned architect Adjaye Associates, is part of a larger Ruby City campus, which also includes Chris Park, a one-acre public green space named in memory of Pace's son, and Studio, an auxiliary exhibition space that presents curated shows and programming. Ruby City opened in October 2019 and is free and accessible to the public year-round.

About Linda Pace Foundation

The Linda Pace Foundation was founded in 2003 as the owner and steward of Pace's collection. Guided by its donor's conviction that contemporary art is essential to a dynamic society, the Linda Pace Foundation fosters the creation, presentation and understanding of innovative expression through contemporary art. In addition to its exhibition spaces Ruby City and Studio, the Linda Pace Foundation shares its collection through loans to museums and institutions around the world. The Foundation also actively acquires new works each year, which, echoing the themes and character of Pace's own collecting, reflect a feminist perspective, engage social issues and consider aspects of spirituality and beauty.

Job Overview

Ambassador for Ruby City who welcomes visitors, protects artworks on view, and engages with guests about related educational content.

Reports To

Manager of Visitor Services

Work Environment

Job involves working:

- Weekends
- Some holidays and evenings
- With the public
- Standing during shifts
- Indoors and sometimes outdoors

Qualifications

Essential:

- Good judgement
- High school graduate or equivalent, some college preferred
- Good communication skills
- A warm and friendly demeanor
- An appreciation for the importance and fragility of contemporary art
- An appreciation for visitor's safety and welfare
- Exercise a positive attitude and enthusiasm when interfacing with the public
- Follows Foundation policies and procedures thoroughly

- Understands visitor services needs
- Works cohesively with colleagues as part of a team
- Maintains confidentiality of guest's data
- Reports occupancy flow of guests during high traffic times to manager
- Must pass background check
- Drug free

Desirable:

- College degree
- Fluency in Spanish
- Previous guest relations training

Essential Job Functions

1. Remain well-versed and knowledgeable in Foundation policies and procedures.
2. Participate in regularly scheduled trainings related to the collections, founder, Ruby City campus and/or regarding engaging the public.
3. Confidently and enthusiastically convey (and maintain) knowledge of Ruby City educational information involving the architecture, collection and founder, Linda Pace
4. Anticipate guests' needs, respond promptly with a confident, but solutions-oriented approach.
5. Maintain positive guest relations at all times.
6. Resolve guest complaints, ensuring the best visitor experience.
7. Assist with public programs, including set up, take down and other event-related activities.
8. Monitor and maintain cleanliness of all public facilities: galleries, bathrooms and sculpture garden.
9. Adhere to Ruby City requirements for guest/employee accidents or injuries and in emergency situations.
10. Designated VSA(s) may be tasked to assist with monitoring the condition of works on display and aiding with general upkeep as well as identifying areas in need of paint touch ups or patching as needed.

Linda Pace Foundation is an Equal Opportunity Employer and considers all candidates for employment regardless of race, color, sex, age national origin, creed, disability, marital status, sexual orientation, or political affiliation