



Visitor Experience Associate

Long Beach, CA

Organization Overview

Compound is a cultural and creative complex fostering the intersection of contemporary art, wellness and community impact.

Compound's approach is holistic and includes multiple entry points for engagement. We conceived public programming ranging from contemporary art exhibitions and immersive experiences, classes, and workshops in the healing arts, performances, dining, and a location to wander and reflect—all in an effort to promote our values of creating connections, belonging, and fostering curiosity and growth.

We are driven by the belief that *culture shifts consciousness*. Culture provides a safe context to reexamine ourselves, our purpose and bettering our communities.

Compound is an extraordinary cultural sanctuary and multidisciplinary creative hub. Serving a diverse community, the center hosts modern and contemporary art, immersive experiential art, community programming with an art, health and wellness and social justice focus and serves local needs with healthy fresh food and drinks and a meditative garden.

The strategy of Compound is to draw visitors to the center by a) creating a popular venue for the exhibition of experiential contemporary art, b) presenting permanent exhibitions, c) offering exceptionally engaging public programs and events and d) expanding the experience using the most current technology.

Job Summary

Reporting to the General Manager, the Visitor Experience Associate (VEA) provides and administers exceptional visitor-centric service to Compound's audience. This position is responsible for greeting and orienting Compound visitors to ensure a truly welcoming, unique, accessible, and seamless experience. The customization of the Compound viewer experience is a priority to the success of the space and its ambitious programs, as each unique visitor's needs requires consideration.

The VEA is responsible for providing steady, exceptional, high-level service to our audience as we build a community which enables the public to feel joy, and a sense of belonging at Compound. Our guests will want to come back time and again consistently, based on the high-level experience strategically executed by the VEA.

Primary Duties & Responsibilities

- Enthusiastically greets all Compound visitors. As the initial point of contact, the VEA is fundamental in creating a welcoming, warm, safe and inclusive entrance to Compound.
- Stages information and signage for visitors and ensures resources are legible and accessible based on individual interests of each visitor; reports shortages in visitor resources and signage to supervisors.

- Communicates and enforces Compound policies and procedures to visitors in a friendly and welcoming fashion; assists with wayfinding and visitor inquiries.
- Promotes sales in the retail store, cafe, classes, and registration for programs, capturing visitor information when possible.
- Participates in training to develop customer service skills, art education training, and hospitality skills.
- Sustains a complete knowledge of exhibitions and programs and comfort in discussing contemporary art with a diverse audience.
- As directed, provides support for event set-up and take-down, and manages event traffic and wayfinding.
- Ensures the spaces are ready for opening and are in order throughout the day; as needed, cleans and wipes down common-use areas regularly and attends to trash removal.
- In the event of an emergency or medical incident, assists visitors according to Compound's safety and emergency protocols.
- Assists visitors with Compound's ticketing and reservations system.
- Solicits feedback from visitors to support a culture of continuous improvement at Compound.
- Assists with setup and breakdown of programs and wellness events, including live streaming, as needed.
- POS System operation for retail shop and F&B ordering.
- Assists in food & beverage operations including running and serving.
- Performs other duties as assigned.

Qualifications, Education, & Experience

- Must be able to work Wednesdays – Sundays; flexible schedule may include holidays, exhibition openings, & late-night special events.
- Must be able to stand between 4-6 hours consecutively.
- Must be able to lift and/or move up to 15 pounds.
- *Desirable* -- Spanish or bilingual language fluency a plus.
- Knowledge equivalent to that gained through a minimum two years of experience in a public-facing customer service environment, preferably with a minimum year of experience in a cash-handling position.
- Strong communication, organizational skills, accuracy, and attention to detail.
- Driven to work in a fast-paced, cross-functional, start-up environment in an operational capacity.
- Ability to learn policies and procedures and correctly and courteously communicate that information.
- Excellent conflict resolution skills; ability to provide the highest level of customer service at all times.
- Demonstrated ability to engage effectively with culturally diverse audiences of varying ages.
- A positive customer-focused manner; ability to listen and empathize with visitor concerns, suggestions, and requests.
- ***Hospitality, Food & Beverage, and Event Venue experience highly preferred.***

Compensation, Classification

Pay is \$17/hour. This is a part-time, non-exempt position, approximately 25-30 hours per week.

Equal Opportunity Employer

We are an equal opportunity employer, and we aspire to reflect the diversity of Long Beach in both our staff and visitors. We will consider all qualified applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We believe that by actively building a workforce of the brightest people from the widest possible range of backgrounds, we can innovate, inspire, and engage with the widest possible audience.

To Apply

Please send a resume to careers@compoundlb.com