



**CHINESE
HISTORICAL
SOCIETY of
AMERICA**

JOB POSTING

Front Desk Assistant

Status: Regular, Full Time, Benefits
FLSA Status: Non-Exempt/Hourly
Reports to: Front Desk Supervisor
Location: 965 Clay St San Francisco, CA 94108

ABOUT CHINESE HISTORICAL SOCIETY OF AMERICA

The Chinese Historical Society of America Museum is dedicated to the interpretation, promotion, and preservation of the social, cultural, and political history and contributions of the Chinese in America and of the broader Asian and Pacific Islander American community.

POSITION DESCRIPTION

Chinese Historical Society of America seeks an energetic, friendly, and approachable professional to serve as its Front Desk Attendant. The Attendant is the first point of contact for visitors, members, and customers.

Reporting to the Front Desk Supervisor, duties include greeting visitors, helping with wayfinding, assisting variously abled visitors, selling admission tickets, memberships, and items from the gift shop, turning on and off exhibits, setting up tables and chairs and other event and reception furniture for public programs, and other as assigned. This position is focused on meeting and exceeding the expectations of guests and members and is a significant contributor to an exceptional museum experience.

RESPONSIBILITIES

- Supports Front Desk Supervisor and key staff members' work managing and providing positive visitor experiences.
- Maintaining a safe, orderly, clean, and professional appearance of public spaces to provide members and visitors with a quality experience using a high level of professionalism, knowledge, and customer service in approach.
- Ability to manage, maintain, and update daily logs, internal databases, and spreadsheets.
- Turns on and off the museum exhibits and prepares/tidies up the space as necessary. Process and sort all incoming mail.
- Assisting members and visitors in locating exhibits of interest to them in the galleries or on museum grounds, or online, and orienting visitors to gallery exhibits, interactive elements or digital/online experiences. Act as a greeter and ticket seller.
- Accommodates special needs of visitors that may arise (i.e. operating ADA tools such as lifts and elevators).
- Ability to generate sales reports and analyze data.
- Collect and verify information for reporting.

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CHSA is a 501(c)(3) non-profit operating under Federal Tax ID #94-6122446

- Maintaining a visitor-oriented front of house including greeting customers, members, contractors



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and vendors, coordinating digital and print signage with staff, selling products including memberships, ringing ticket sales, handling cash, daily log sheet, run sales report and providing information to visitors.

- Responds to general museum inquiries by phone and email.
- Actively seeking new challenges and increased responsibility.
- The Attendant demonstrates enthusiasm and background to visitors.
- Other administrative and operational duties as assigned.

MINIMUM QUALIFICATIONS

- Excellent communication and public relations experience and ability to impart Museum policies to visitors with accuracy and grace.
- Must be available to work weekends (Saturday and Sundays) and some evenings.
- Self-directed, self-motivated, and responsible.
- Punctual, neat, and accurate in work habits; precise and detail oriented.
- Able to exercise good judgment while working independently and collaboratively; works well in a team environment.
- Reliability is a must.
- Knowledge of cash register procedures and/or retail visitor service experience.
- Strong organizational and time management skills necessary.
- Excellent knowledge of MS Office (especially Excel and Word)

HIGHLY PREFERRED

- Bilingual in Chinese (Cantonese and/or Mandarin).
- Willingness to learn and gain valuable experience.
- Knowledge of Salesforce.
- Outgoing customer service demeanor.

PHYSICAL LIMITATIONS/REQUIREMENTS:

- Position is required being seated at a desk for a long period of time with walking, standing, stooping periodically throughout the workday. 25-pound lifting requirements.

COMPENSATION:

\$22-\$24 per hour (DOE)

RELOCATION:

We are NOT able to provide relocation for this position.

Signature

Date



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**Please send cover letter, resume and salary expectations to sufiyan.patel@chsa.org,
include CHSA Front Desk Assistant in subject line**

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**Chinese Historical Society of America
965 Clay Street
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CHSA is an equal opportunity employer. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and business needs. We do not discriminate based on race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.