

Visitor Services Specialist, Part-time (7551U) 74105  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=248073>

Downloaded On: Nov. 2, 2024 8:23am

Posted Nov. 1, 2024, set to expire Feb. 28, 2025

<b>Job Title</b>	Visitor Services Specialist, Part-time (7551U) 74105
<b>Department</b>	
<b>Institution</b>	University of California, Berkeley Berkeley, California
<b>Date Posted</b>	Nov. 1, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Communications/Public Relations
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**Job Description**

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### About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and



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commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and [our Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit [grow.berkeley.edu](http://grow.berkeley.edu).

### **Departmental Overview**

One of the nation's leading university museums, the University of California, Berkeley Art Museum and Pacific Film Archive (BAMPFA) is a forum for cultural experiences that transform individuals and advance the local, national, and global discourse on art and film. As the premier visual arts venue at the top U.S. public research university, BAMPFA is uniquely dedicated to art and film in equal measure, presenting more than four hundred film screenings, dozens of public programs, and more than fifteen exhibitions annually. BAMPFA takes a contemporary and critical perspective on its wide-ranging collections.

BAMPFA's Visitor Services Specialist is an energetic, dependable frontline operations and marketing associate. The Visitor Services Specialist will directly interact with BAMPFA's diverse visitors, customers, and members. This Visitor Services Specialist position entails general operational support for BAMPFA's front line ticketing, store, and patron interface and has a specific focus on retail operations. The VSS processes transactions, assists with inventory management and merchandising, works extensively with BAMPFA's student staff, and plays a vital role in making the visitor experience a positive one. Top-notch marketing and customer service skills are a must, as is the ability to quickly gain facility with multiple systems and thrive in a fast-paced environment.

### **Responsibilities**

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- Assists with creation and implementation of tools to drive sales of BAMPFA store merchandise, and to enhance organizational image and impact.
- Ensures excellent customer service by answering questions, providing detailed information, explaining basic products and services and researching and resolving non- complex problems at the BAMPFA Admissions Desk and Store.
- Assists with training and supervision of student employees.
- Works closely with Digital Media Specialist in implementation of new e-commerce site. Coordinates and maintains store eCommerce Site including uploading products, reconciling purchases, and handling customer service issues.
- Creates marketing copy for store website to promote product sales. Works closely with Marketing Specialist 3 in capture, promotion, and marketing. Assists with conception and implementation of merchandising and marketing strategies for store branding, sales and institutional identity.
- Assists with store inventory ordering, management, receiving and merchandising and researches and secures copyright and other legal clearances for merchandise, etc. keeping senior management informed as necessary.
- Performs opening and closing duties. Facilitates correct processing of financial transactions and daily closing reports for Visitor Services and the BAMPFA Store. Provides accounting support including point of sale and account reconciliation as needed.
- Conducts basic retail market and sales research and generates sales reports. Gathers and reports analytics to senior staff.
- Other duties as assigned.

### Required Qualifications

- Solid knowledge of marketing principles, concepts, strategies and best practices.
- Solid knowledge of marketing and selling retail products and services.
- Knowledge of customer service standards / procedures.
- Organizational skills and skills in file creation, maintenance and management.
- Written, verbal, and interpersonal communication skills.
- Associate's degree in related area and / or equivalent experience / training.

### Preferred Qualifications

- Institutional knowledge and understanding of BAMPFA and the campus including its achievements, mission, programs, vision, goals, objectives and infrastructure or comparable organizational knowledge.
- Professional background and/or demonstrated interest in Art and Film.

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## **Salary & Benefits**

This is a part-time (20 hours per week), temporary position through 7/31/25.

This position is eligible for CORE-level benefits. For information on the benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.

The hourly rate that the University reasonably expects to pay for this position is \$29.31.

## **How to Apply**

To apply, please submit your resume and cover letter.

## **Conviction History Background**

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

## **Equal Employment Opportunity**

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the [U.S. Equal Employment Opportunity Commission](#) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).



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**To apply, visit**

[https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_FL.HRS\\_CG\\_S](https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S)

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### Contact

N/A

University of California, Berkeley

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