JOB OPPORTUNITY NOTICE

Arts Associate (Visitor Services Manager), Hollyhock House
Salary Range: $52,826.40-$77,235.12
Emergency Appointment

The City of Los Angeles Department of Cultural Affairs is offering an emergency appointment opportunity at Hollyhock House, located at 4800 Hollywood Boulevard in Barnsdall Park. This is a limited-term appointment, and candidates are expected to apply for the regular appointment when the civil service examination is offered. Selection as a permanent full-time Arts Associate is not guaranteed.

Job Description:
Reporting to the Arts Manager, the Arts Associate (Visitor Services Manager) coordinates Hollyhock House’s visitor services and tour program. The Arts Associate is the primary point of contact for public program information and management of the volunteer docents and part-time program staff. This position is responsible for developing and implementing procedures and materials to ensure efficient and effective execution of the site’s public programs.

The Arts Associate’s key responsibilities include, but are not limited to, the following:
- Coordinates general museum reception for the public, special guests, and groups in a cheerful, efficient manner
- Ensures a positive and safe experience for all Hollyhock House visitors, fostering access and return visits
- Provides and maintains accurate information about programs and services
- Processes admissions and monitors online ticketing data
- Communicates program information to visitors and the general public and is front line for general phone calls and emails, responding to inquires quickly and accurately
- Manages tour program operations and is attentive to and responds to security and emergency issues
- Recruits, supervises, and schedules volunteers and part-time program staff and coordinates the initial training and continued education for both
- Coordinates public programs and special events, including set up/take down as required
- Accurately captures data for internal and external program reporting
- Assists with administrative tasks as needed: mail pick up and processing, organizing house/tour supplies, maintaining forms, supply sourcing and ordering, correspondence, and updates to printed and digital materials
- Maintains a clean, professional, front-line work environment
- Works effectively as part of a team
- Regularly works one weekend day as well as occasional evenings as required to supervise tour programs and special events
Requirements:

1. A bachelor's degree from an accredited four-year college or university with a major in Arts (design, literary, media/communication, performing, and/or visual), Cultural Studies, Literature, English, Art History, Art Administration, or a closely related field; or
2. An associate of arts degree from an accredited two-year college with a major in Arts (design, literary, media/communication, performing, and/or visual), Cultural Studies, Literature, English, Art History, Art Administration, or a closely related field, including completion of 9 semester units or 14 quarter units in the fields listed; and two years of full-time paid experience within the last ten years in assisting and coordinating a program in an organization responsible for fine arts, public art, or cultural programs and activities; or
3. Four years of full-time paid experience within the last ten years in assisting and coordinating a program in an organization responsible for fine arts, public art, or cultural programs and activities

In accordance with Los Angeles City Ordinance 187134, candidates must meet the minimum requirement of being fully vaccinated against COVID-19 or receive an exemption and report their vaccination status prior to being hired by the hiring City department. The ordinance is available at https://clkrep.lacity.org/onlinedocs/2021/21-0921_ord_187134_8-24-21.pdf

The ideal candidate has:
- At least three years of relevant experience
- Experience in the field of cultural tourism
- Experience coordinating volunteers
- Knowledge of Frank Lloyd Wright is a plus
- Good interpersonal skills
- Proficient in Microsoft Office, Google Suite, and POS (Point of Sale) platforms
- California Driver’s License is required

Schedule:
Tuesday-Saturday, 9 am-5:30 pm. Occasional nights and full weekend (Saturday & Sunday) coverage as programming requires; possible overtime.

To Apply:
Interested candidates should submit a cover letter, resume, and completed City application, which can be downloaded at http://per.ci.la.ca.us/Forms/Application.pdf. Application materials must be emailed as a PDF to jacyn.clayton@lacity.org by January 18, 2022. The subject line of the email should read “Arts Associate, Hollyhock House – Emergency Appointment.”

Final selection will be based on a review of cover letter, resume, and application as well as an oral interview and writing sample. Interviewers may also contact present and former supervisors, as well as review City Personnel files (if applicable) as part of a candidate’s evaluation.

Emergency Appointment: The rules of the Board of Civil Service Commissioners define an emergency appointment as a temporary assignment to a position made in accordance with City Charter Section 1013 (a) and (b). The appointment is authorized until a civil service eligible list is established for that particular job classification, but for no longer than one year. The appointment must be terminated when a regular appointment can be made from the eligible list to a permanent position of half time or more.

If you have any questions, please contact Jacyn Clayton at (213) 482-6727.