



**THE DELAWARE  
CONTEMPORARY**

200 South Madison Street, Wilmington, DE 19801  
decontemporary.org | 302.656.6466

## **JOB DESCRIPTION**

<b>Job Title:</b>	Visitor Experience Representative (VER) for Events
<b>Department:</b>	Facilities Operations
<b>Reporting to:</b>	Operations Manager
<b>FLSA Status:</b>	Non-exempt
<b>Customary Work Days:</b>	Varies
<b>Customary Work Hours:</b>	Varies
<b>Benefits Available:</b>	None for employees who work regularly less than 20 regular hours per week

**Position Summary:** The Part Time VER ensures a positive, safe and secure environment for the entire facility, including the galleries, the artist's studio area, and office areas. The VER is responsible for the overall well-being of the artwork, public safety, building safety, and employee safety at all times while on duty. The position would be approx. 5-10 hours a month with some being more and others less.

### **Main Duties and Responsibilities:**

The VER's duties and responsibilities include, but are not limited to:

- Be available for after hour events, weekend work, and Art Loops as well as occasionally fill in for a day shift that needs coverage.
- Provide a secure and safe environment for all operations on The Delaware Contemporary premises at all times while on duty
- Maintain regular consistent coverage of The Delaware Contemporary during open gallery hours and/or during special events
- Responsible closing of the building and galleries properly when on duty
- Maintain regular consistent coverage of security monitors, main lobby, and gallery spaces
- Work as a team player with all Contemporary employees to fulfill The Delaware Contemporary's mission statement, as well as assisting on site artists and patrons
- Fulfill the security guard daily check list, including regular building and gallery rounds, the inside and outside of the entire building, and:
  - Check galleries for anything out of place, damaged artwork, or miscellaneous debris on the floor. Report any gallery problems to the Security Manager or Operations Manager.

- Check all areas of the building regularly, public restrooms, offices, artist hallways, looking for anything out of the ordinary, as well as replenish the bathrooms as needed.
- Check the exterior perimeter of the building, making sure the grounds are secure and free of any debris, trash, etc.
- Be sure to report any problems to the appropriate supervisor
- Able to Multi-Task, problem solve, deal with last minute situations as they arise, and willingness to stay late hours occasionally.
- Responsible to work at least 4 events a month. Some months may not call for that many. Some months may call for a few more.
- Assist the breakdown of any tables, chairs, and structures set up. Along with the normal gallery and building closure.
- Making sure emergency exits are not being blocked by furniture
- Spot cleaning, taking out trash, replacing bathroom items if necessary
- Make sure the caterer cleans kitchen (mop, sweep, clean tables and sinks, no food in fridge)
- Making sure building is presentable for the following morning
- Must participate in paid training as required.

#### **Educational or Experience Requirements:**

- High school diploma or GED preferred
- Customer service or retail experience preferred
- Security experience preferred

#### **Special Job Skills Required:**

- CPR certification a plus
- Additional safety/security training background a plus

#### **Physical Demands Required:**

- Ability to stand and/or walk for extended periods of time
- Ability to move quickly when necessary
- Ability to lift up to 25 pounds preferred

#### **EEO Statement**

The Delaware Contemporary provides equal employment opportunities for all applicants and employees without regard to race, color, religion, sex, national origin, age, handicap, marital status, veteran status, disability, sexual orientation, or any other characteristic protected by law. This policy applies to all employment practices (including selection, job assignment, compensation, access to benefits and training, promotion, discipline and termination) and affirms our commitment to the principles of fair employment and the elimination of discriminatory practices. The Delaware Contemporary will make reasonable accommodations for qualified individuals with known disabilities unless making the reasonable accommodation would result in undue hardship to The Delaware Contemporary.

