



Visitor Experience Associate

Success Map

Job Title: Visitor Experience Associate

Reports To: Visitor Experience Director

Position Overview

Reporting to the Visitor Experience Director, the Visitor Experience Associate is a part-time, hourly team member who plays a key role in creating a welcoming, engaging, and seamless experience for all visitors. This position combines front-of-house operations, customer engagement, and collaborative teamwork to ensure every guest enjoys a positive, memorable encounter with the AcA.

Focus Area 1: Customer Service and Sales

Success Statement: Every visitor to the AcA should immediately feel welcomed and supported, receiving warm, knowledgeable, and solution-oriented assistance throughout their visit.

Performance Standards:

- Serve as the first point of contact by greeting guests and offering informed guidance about the organization, facility, and ongoing programs.
- Manage a multi-line phone system with professionalism—answering questions, routing calls, processing phone ticket sales, and conducting follow-up communication as needed.
- Execute efficient and accurate box office operations both in person and by phone using AcA's SimpleTix ticketing platform.
- Maintain strong familiarity with AcA offerings, including ticketed performances, fundraising events, summer camps, workshops, and more, in order to confidently support visitor inquiries.
- Work scheduled evening and weekend shifts to support key events such as performances, private rentals, Second Saturday ArtWalk, Student Arts Expo, Pelican Ball, and others.

Focus Area 2: Front Desk & Facility Coordination

Success Statement: The front desk is a professional, organized hub that promotes safety, comfort, and respect for visitors and property.

Performance Standards:

- Oversee front-of-house operations during public hours, ensuring smooth, visitor-centered service.
- Identify and report any unsafe conditions, maintenance concerns, or suspicious activity to the Facility Manager to maintain a clean and secure environment.
- Reconcile daily sales with the supervisor and maintain a balanced and accurate cash bank
- Utilize various platforms (Square, Donorbox, SimpleTix) with precision, ensuring customer information is entered accurately and securely.
- Communicate effectively with AcA staff through platforms such as Basecamp and GSuite.
- Support additional front-of-house needs and responsibilities as they arise.



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Focus Area 3: Team & Workplace Engagement

Success Statement: The AcA thrives on a connected, supportive team where each member contributes to a collaborative and mission-driven workplace.

Performance Standards:

- Report to the Visitor Experience Director and maintain open, consistent communication.
- Attend bi-weekly staff meetings to stay aligned on upcoming events (as available).
- Participate in team meetings and leadership check-ins as requested.
- Collaborate with fellow staff members and assist across departments when appropriate.
- Contribute to special projects and organizational initiatives as needed.

Qualifications

- Must be a reliable team player with a commitment to the AcA mission and vision
- Must have a flexible schedule, with availability nights and weekends
- Ability to work well under pressure and work independently
- Superior communication skills
- Comfortable with learning new technology and able to use a variety of programs: GSuite, Microsoft, SimpleTix, Donorbox, and others
- Experience in customer service a plus, but not required

Compensation & Benefits

- **Salary:** \$ 12/ hour
- **Retirement:** Employer-matched SIMPLE IRA (3% contribution)
- **Membership:** Complimentary *Insiders Membership* at Acadiana Center for the Arts including a *NARM (North American Reciprocal Museum Association) Membership*
- **Event Access:** Free admission for you and a guest to AcA events, when space is available
- **Work Environment:** Collaborative, fast-paced, mission-driven nonprofit

ABOUT ACADIANA CENTER FOR THE ARTS

The Acadiana Center for the Arts (AcA) is the region's premier multidisciplinary arts center, dedicated to enriching and transforming the Acadiana community through the arts. AcA presents performing arts, visual arts exhibitions, arts education programs, and community engagement initiatives that serve tens of thousands of residents and visitors annually. Additionally, AcA is building the Louisiana Music Museum and growing the Louisiana Scoring program. With the Let Culture Lead campaign well underway and a donor community that has grown significantly over the past five years, AcA is building the development leadership to match that momentum and to shape what comes next.

AcA is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.