



Lead Guest Experience Associate

Please put "Lead Guest Experience Associate" in the subject line if you are submitting your application by email.

Position type: Full-time

Basic work week: 30 hours per week

OVERVIEW

As ambassadors for Newfields, Guest Experience, Volunteerism, and Community Engagement Associates provide exceptional customer service by creating a warm, positive atmosphere; guests become inspired as they learn all Newfields has to offer. Guest Experience, Volunteerism, and Community Engagement Associates will consistently uphold a high level of efficiency in operations and ensure guest and volunteer engagement standards are met.

The Lead Guest Experience Associate will be an individual with outstanding knowledge and keen intuition of front-line operations at Newfields. They will embody the values at Newfields including stewardship, inclusivity, service, and excellence. The Lead Guest Experience Associate possesses the ability to assist other teammates, navigate escalated situations with guests, and provide extra support to Guest Experience Leadership through tasks and responsibilities such as ticket programming, documenting inefficiencies and creating solutions, making decisions to assist guests, organizing department tools, and other duties as assigned.

Primary Responsibilities:

The following responsibilities describe the general nature of work for employees in this position, but this is not intended as an exclusive or all-inclusive inventory.

- Lead by example with Newfields Guest Experience standards and implementation of the Newfields Guest Experience Model.
- Be an informational resource for answering questions on memberships, programs, exhibitions, events, policies, gardens, and buildings at Newfields.
- Procurement and organization of department tools
- Capturing and resolving customer feedback elevated by all front line staff.
- Assist and lead hands on training for new staff in the department.
- Ability to manage on-site ticketing system including building events, updating, and resolving issues.
- Execute closing and opening procedures
- Manage the daily operations of the museum, including organizing breaks, checking in on staff and volunteers, and ensuring proper position coverage.
- Assist with seasonal exhibitions (ie. Harvest and Winterlights) including knowledge of ticket scanning, parking, volunteer engagement, and group sales.

- Work with the Manager of Guest Experience and the Manager of Volunteerism to implement staff and volunteerism appreciation plan.
- Continuing to cultivate the relationship between volunteers and Guest Experience
- New volunteer follow up and engagement

Required Skills:

- Ability to read a limited number of two and three syllable words and to recognize similarities and differences between words and between series of numbers.
- Ability to read and interpret general business periodicals and brochures
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions and percentages
- Clear spoken communication skills.
- Ability to apply common sense understanding to carry instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Basic computer skills
- Pleasant attitude when interacting with guests

Education and/or Experience:

- High School Diploma/GED and two years prior customer service experience

A competitive salary is offered for all positions and a generous benefits package for full-time positions. To perform the job successfully, an individual must be able to perform each essential function satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To apply, please send your resume, cover letter and Newfields application to:

Mail: Newfields
ATTN: Human Resources
4000 Michigan Road
Indianapolis, IN 46208

E-mail: hr@discovernewfields.org

Fax: 317-920-2655

No phone calls, please.

About Newfields

Newfields offers dynamic experiences with art and nature for guests of all ages. The 152-acre cultural campus features art galleries, lush gardens, a historic home, performance spaces, a nature preserve and sculpture park. From inspiring exhibitions in the IMA Galleries, to concerts in The Toby, to a stroll through The Garden with a glass of something cold, guests are invited to interact with art and nature in exciting new ways. Newfields is home to the Indianapolis Museum of Art, among the ten largest and ten oldest general art museums in the nation; the Lilly House, a National Historic Landmark; The Garden, featuring 40 acres of contemporary and historic gardens, a working greenhouse and an orchard; and The Virginia B. Fairbanks Art & Nature Park: 100 Acres, one of the largest art and nature parks in the country. The Newfields campus extends outside of Indianapolis with Miller House and Garden in Columbus, Ind.—one

of the nation's most highly regarded examples of mid-century Modernist architecture. For more information visit discovernewfields.org.

Diversity

Newfields recognizes that museum audiences and their interests are changing, and as Newfields transforms our audience experience, we are creating expanded, innovative opportunities to actively engage and entertain our guests. Celebrating the diversity of our donors, guests, volunteers and staff is a key part of this Newfields vision. Diversity is understanding, respecting, and valuing differences, including, but not limited to, race, color, national origin, religion, sex, sexual orientation, gender identity, protected veteran status, disability, or any other legally protected status.

Simply put, we believe our guests and donors are best served by a host team, comprised of both staff and volunteers, that reflects the diversity represented within our communities and that takes full advantage of the unique viewpoints, talents and experiences of each and every person who works here. We strive to attract and retain exceptional employees who feel comfortable in an inclusive culture that supports their ability to thrive and add their voice to the ongoing conversation.

Indianapolis

Indianapolis is a city with a MSA of 2,000,000 people. More than 60% of the population is under 44 years of age and the city's racial demographic [breakdown](#) is approximately 79% White, 16% Black, 3% Asian, and 2% other, with 7% of the overall citizenry identifying as Hispanic. In [2016 Forbes](#) named Indianapolis one of the top 10 cities to live in for young professionals citing its high standard and low cost of living, while [Vogue](#) told its readers not to call Indianapolis a "Flyover City", but to go see how vibrant it is for themselves. With a host of new bars and restaurants, nationally recognized symphony, theater, cabaret, sports teams, and the [Herron School](#) of Art + Design, Newfield's hometown is a perfect place to build a career and enjoy life.