



The **Institute of Contemporary Art Los Angeles (ICA LA)** seeks part-time **ICA LA Representatives**. The ICA Reps role is to affirm the museum's commitment to making contemporary art relevant and accessible for all. They serve as the face of the institution and facilitate cultural exchange for guests with diverse needs through the creation of an inclusive and enjoyable museum experience. ICA LA Reps assist with responsive customer service and provide accurate and concise information on current exhibitions and programs. In addition, the ICA LA Reps will safeguard artworks and monitor guest safety. Audience development initiatives will also be incorporated.

The ideal candidate is an individual who understands the importance of institutional representation. Public engagement with a range of visitors from all communities must be met with a high level of professionalism and interpersonal skills.

The position works approximately 20 hours/week at \$16.00 per hour, with a schedule to include both weekdays, weekends, and occasional special events.

Primary Responsibilities:

- Act as the museum's principal point of contact to promote a welcoming and memorable environment for all visitors from arrival to departure;
- Cultivate a professional and engaged demeanor with the public in the galleries, during events, and throughout the museum;
- Actively develop conversational strategies to oversee guests' needs and enforce policies;
- Work collaboratively with museum staff to provide leadership and support for community-based initiatives, public outreach, and ICA Reps policies;
- Establish effective ways to monitor and evaluate patron concerns, satisfaction, and participation;
- Develop a personal knowledge-base of the museum's current exhibitions and programs to provide helpful information, resources, and to respond to inquiries;
- Assist with various aspects of public programs, special events, including setup, check-in, crowd management, and breakdown of programs and events;
- Assist with crowded galleries and supervise self-guided groups as needed;
- Work closely with security agents to ensure the safety of patrons and art works;
- Help supervise the opening and closing of the museum;
- Assist with the museum's gift shop;
- Maintain a professional appearance of the museum's physical space
- Perform other duties as needed

Qualifications

- An ability to work flexible hours including evenings, weekends, and holidays
- Identifies as emerging professional with an interest in art, culture, and public engagement
- Comfortable with public speaking and engagement
- Interest in contemporary art and storytelling, to better educate visitors and guests

- Bilingual in English and Spanish a plus