

## **BALTIMORE OFFICE OF PROMOTION & THE ARTS**

### **Guest Services**

#### **Position Description**

The mission of Baltimore Office for Promotion & Arts (BOPA) is to address the needs of the arts community through arts and cultural activities, advocacy, and support; create pride by promoting Baltimore to Baltimoreans; and, to use the arts and events as marketing tools to promote Baltimore's assets locally, regionally and nationally. BOPA produces festivals, special events, and promotions for Baltimore City and develops and administers funds, grant programs and community workshops. In addition, BOPA manages several historic attractions and sites in the Baltimore area including School 33 Art Center, The Cloisters, the Bromo Seltzer Arts Tower and the Top of the World Observation Level in the World Trade Center.

The Guest Services position is an hourly, part-time, non-exempt position at Top of the World Observation Level located in the World Trade Center building. This position reports to the Manager of Top of the World Observation Level. The primary responsibility is to ensure the daily operations of Top of the World Observation Level, managed by the Baltimore Office of Promotion & the Arts. Duties and responsibilities include, but are not limited to:

#### **General Responsibilities:**

- Familiarize yourself with the property and history of Top of the World Observation Level,
- Perform opening and/or closing functions at Top of the World Observation Level
- Inspect the facility to ensure all operations are in order
- Interact with visitors and provide information regarding the history of Baltimore
- Ensure, to the best of your ability, that all guests have a favorable experience
- Ensure all exhibits and brochures/displays are orderly and appropriately stocked
- Perform all cash register and credit card functions
- Maintain proper cash handling procedures as outlined by BOPA
- Assist with set-up and/or breakdown for Special Events
- Maintain cleanliness of the space during Special Events
- Perform other duties as assigned

#### **Other Duties as Assigned:**

- Occasional light cleaning and property maintenance (as needed)
- Participate in staff support during BOPA events and festivals

#### **Minimum Qualifications:**

- HS Diploma or greater
- Professionalism, friendliness and trustworthiness a must; be a true team player
- Excellent interpersonal and communications skills
- Demonstrate a proficiency in working with the public
- Prior customer service and excitement for the facilities is a plus

- Willing and available to work at least 12 hours per week,
- Available to work at least one day of the weekend

**Compensation:**

- \$15 per hour
- Parking or Monthly Transit Pass (upon availability)
- Prorated Sick Leave accrual pursuant to the MD Sick and Safe Law

**Application Process:**

Submit resume to: [LKing@promotionandarts.org](mailto:LKing@promotionandarts.org). No Phone Calls Accepted.

*The Baltimore Office of Promotion & the Arts, Inc. is an Equal Opportunity Employer. We strive to mirror the rich diversity of Baltimore City in our staffing and programming while emphasizing cultural equity. Cultural equity embodies the values, policies, and practices that ensure that all people—including but not limited to those who have been historically underrepresented based on race/ethnicity, age, ability, sexual orientation, gender, socioeconomic status, geography, citizenship status, or religion—are represented in the development of arts policy; the support of artists; the nurturing of accessible, thriving venues for expression; and the fair distribution of programmatic, financial, and informational resources.*

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*