



Visitor Services Associate

Part Time: 8- 16 hours per week

Applications Due: September 19, 2025

POSITION OVERVIEW

The Center for Craft, a national 501c3 nonprofit arts organization has advanced the understanding of craft in the United States for the last 25 years. Located in downtown Asheville, North Carolina, the Center's facility offers public galleries and a coworking space designed for and by makers, lecture and event space, and conference rooms where local creatives and national groups can gather to communicate, innovate, and be inspired. We believe that craft is for everyone.

The Visitor Services Associate works in coordination with the Operations Team to support the daily operations and visitor experience of the Gallery, Cowork, and Events at the Center for Craft. This position is responsible for a dynamic blend of visitor service, administration, operations, safety, and other duties as assigned. Public visibility requires maintaining a professional appearance and providing a positive and highly-engaged image to the staff, volunteers, and community public.

QUALIFICATIONS:

The ideal candidate will have experience in customer service and demonstrate strong interpersonal skills. A background in Arts Administration, Art History, or a related field, either through formal education or equivalent work experience, is preferred. Candidates should be personable, well-rounded, and highly organized, with the ability to manage multiple diverse tasks and assignments efficiently. They must be comfortable working with a variety of technologies, possess strong troubleshooting and problem-solving skills, and communicate effectively and courteously with a wide range of individuals, both verbally and in writing. Proficiency in Microsoft Word, Excel, and Google Drive is required.

JOB DUTIES INCLUDE:

- General Operations:
 - Open and close the building according to daily checklists.
 - Greet and assist visitors, answer phones, issue parking passes, and process mail/deliveries.
 - Maintain a professional, tidy, and welcoming front desk and public areas.
 - Remain visible and approachable at the desk during open hours.
 - Follow safety and emergency procedures.
- Gallery:
 - Welcome and engage visitors with exhibitions, programs, and events.
 - Lead tours and answer questions in an informed, personable manner.
 - Ensure safety of artwork; monitor and report any issues immediately.
 - Track attendance, visitor feedback, and environmental conditions.
 - Support retail operations including sales, inventory, restocking, and display.
 - Complete opening/closing/weekly/monthly gallery responsibilities as outlined in the operating procedures.
- Accessibility:

- Support implementation of accessible practices to ensure an inclusive visitor experience.
- Provide equal service to all guests in alignment with accessibility guidelines.
- Coworking:
 - Provide reception support, including day pass sales, orientation, and basic cowork assistance.
 - Stay knowledgeable about cowork plans, onboarding, and policies.
 - Help maintain a clean, welcoming cowork environment.
- Programs and Events:
 - Provide support for both on-site/virtual programming and event rentals.
 - Perform setup and breakdown for programs and events including chairs, tables, and a/v.
 - Serve as check-in, technology, and operations liaison during programs and events.

SCHEDULE AND REQUIREMENTS:

This position will be scheduled to work approximately **8 to 16 hours per week** in addition to supporting weeks of increased activity or scheduling needs, including evening and weekends (not to exceed 29).

Pay Rate: \$23.15 per hour

To perform this job successfully, an individual must be able to work in the following conditions:

- Standing for long periods of time
- Lifting 30 lbs comfortably

TO APPLY:

The Center for Craft is an Equal Opportunity Employer. We do not discriminate against any individual or group of individuals on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, or veteran status. The Center encourages applications from candidates who can complement the Center for Craft's Diversity, Equity, Accessibility, and Inclusion work by offering unique perspectives and understanding of issues impacting groups that have been traditionally under-represented in the field. Submitting an application does not constitute a promise or guarantee of employment.

Please send [application form](#), cover letter, and resume to the Director of Operations, at ekofler@centerforcraft.org. No phone calls please. Offer of employment is contingent on successfully passing a background check.

ABOUT THE CENTER FOR CRAFT

Founded in 1996, the Center for Craft is the leading organization in the United States identifying and convening craft makers, curators, and researchers, and matching them with resources, tools, and networks to advance their careers. Over the years, the Center has become a vital community resource, serving thousands of visitors annually. As a national 501c3 nonprofit organization dedicated to advancing the field of craft, the Center administers more than \$500,000 in grants to those working in the craft field. Follow the Center at centerforcraft.org, and on [Facebook](#) and [Instagram](#).