



Come work with us in a unique and iconic environment!

We are seeking exceptional candidates for **On-Call Visitor Services Associate (VSA)**

Compensation

\$24/hour

Employment Classification

On-call, part-time, non-exempt

Job Overview *(full job description provided upon request)*

Visitor Services Associates (VSAs) staff a welcome desk greeting visitors to Grace Cathedral. As the first point of contact for visitors, members, and guests of the Cathedral, VSAs must be friendly, approachable, inclusive, organized, and knowledgeable about the Cathedral and its programs. Reporting to the Director of Cultural Membership & Visitor Experience, VSAs are further responsible for onsite sales related to admissions, tours, memberships, special programs, and events; crowd and line management during special events; content engagement and occasional tours; and working closely with building operations, reception, and security staff to ensure a clean, safe, and welcoming environment for everyone.

The Visitor Experience program is open 6 full days from Monday through Saturday, and half days on Sunday afternoons, including most holidays. Visitor Services Associates may work regularly scheduled days from 4 to 24 hours a week, or on an on-call basis averaging 4 to 12 hours a week based on need and availability.

Working at Grace Cathedral

Grace Cathedral is the cathedral church of the Episcopal Diocese of California. Our mission is to re-imagine church with courage, joy, and wonder. We celebrate diversity and work to advance racial, gender, socioeconomic, environmental, and LGBTQ+ justice. Grace Cathedral is committed to anti-racism and seeks candidates who will bring their unique experience to enrich our culture and organization. Besides church services, we host yoga twice week, sound baths, wedding and funeral receptions, concerts, and much more. For most positions, it is not required to belong to or practice a particular faith in order to work here, but everyone on our team is expected to be aligned with the vision and values of Grace Cathedral and contribute to achieving its strategic goals.

Job Requirements

- High school diploma or GED required; knowledge of hospitality, art/art history, architecture, religion, or related fields a plus

- A minimum of one year of experience in a customer service-focused retail, hospitality, or arts environment and a minimum of one year of experience as a cashier, teller, or operating a Point-of-Sale system
- Outstanding people and communication skills with ability to communicate effectively in English, both verbally and in writing; bilingual/multilingual abilities a plus
- Ability to work in a busy, noisy, public environment and work independently as well as cooperatively as a member of a team
- Demonstrated commitment to engage respectfully with diverse visitors and co-workers
- Openness and eagerness to continually strive and become more welcoming, culturally responsive and inclusive of people of all backgrounds, identities and abilities/disabilities.
- Interest in learning and becoming increasingly knowledgeable about the Cathedral, its history, programs, and special events to effectively communicate this information to visitors
- Demonstrated punctuality and dependability and willingness to follow dress code and required health and safety policies
- Ability to work on Saturdays, Sunday afternoons, and occasional holidays, weekends, and evenings as needed
- Ability to lift 25 pounds with or without accommodation, and sit for extended periods
- Reasonable accommodations will be provided to enable qualified individuals with disabilities to fulfill essential responsibilities of the position.
- Fingerprint clearance through Department of Justice for Child Abuse Index Check and Criminal Record Statement required post offer

How to apply

Please email your cover letter and resume to jobs@gracecathedral.org