



Job Title: Visitor Experience Keyholder

Reports To: Assistant Director of Visitor Experience

Position Status: Part-Time, hourly, non-exempt

Location: Cincinnati, OH

Compensation: \$15.00 per hour

POSITION DESCRIPTION

Under the guidance of the Assistant Director of Visitor Experience, the Visitor Experience Keyholder shapes the visitor experience through the visitor's initial engagement with CAC in the Kaplan Hall Lobby by taking part in discussions about exhibitions, architecture, membership, Shop CAC products, future initiatives, and strategic goals related to the visitor experience. They may occasionally step in as acting manager of the Front Desk team in the absence of the Assistant Director of Visitor Experience.

The Visitor Experience Keyholder works closely with CAC's Security staff to maintain the safety and security of the Contemporary Arts Center's visitors, staff, contractors, vendors, exhibitions, and other assets by being able to assist in emergency situations in the absence of the Assistant Director of Visitor Experience.

This position will require availability for evening and weekend hours with occasional holiday and overtime hours.

DUTIES & RESPONSIBILITIES

- Ensures that visitors' needs are properly attended to and provide accurate/current information for exhibitions, Shop CAC products, events, programs, and memberships. Demonstrate exemplary ability to engage the public and handle customer service / visitor challenges for positive outcomes.
- Operates the cash drawer for Shop CAC and Admissions, including opening and closing the drawers, and processing cash and credit transactions through the Point-of-Sale System (POS).
- Drives store sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Promptly answers incoming calls from the CAC general telephone line, appropriately directing calls to the correct people.

- Maintains the safety and security of the Contemporary Arts Center's visitors, staff, contractors, vendors, exhibitions, and other assets by being aware of, and implementing, security standards in accordance with CAC policies.
- Assists the Head of Security and Security Supervisors in responding promptly and professionally to emergency situations as needed.
- Is able to open and close the museum as needed.
- Other duties as assigned.

ALL OF THESE DUTIES ARE TO BE DONE WITH OVERALL CAC BUSINESS IN MIND. THE PERSON IN THIS POSITION WILL BE CONCIOUS OF OTHER CAC PROGRAMS, EXHIBITION NEEDS AND CAC POLICY AND PROCEDURES.

SKILLS and Qualifications

- 1-2 years of experience in customer service and/or security.
- Wednesday, Thursday, Friday, and Saturday or Sunday availability preferred.
- Ability to work flexible hours, including mornings, evenings, and late nights, depending on the event and program schedule of the museum.
- Exceptional people, communication, and sales skills, and an ability to multi-task and remain calm in a high pace environment.
- Knowledge of security, de-escalation, and life safety systems, policies, and procedures preferred.
- Must be familiar with computers, able to use apps such as Microsoft Teams.
- Must have strong observational skills and be able to recognize potential security risks.
- Should be personable, independent, and motivated to work with the public.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- The person in this position needs to occasionally move about outside and inside the office to attend meetings with others, access files, office machinery, etc.
- Must be able to remain in a stationary position at least 75% of the time.
- Operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Able to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Able to observe details at close range (within a few feet of the observer).
- Occasionally exposed to outside weather conditions

TO APPLY: Interested candidates are asked to please provide a resume and cover letter in PDF form. Please submit via email to Sara Hutslar, Director of Administration and Operations, at shutslar@cincycac.org by April 9, 2026. Include “Application: Visitor Experience Keyholder” in the subject line of your email.

RECRUITMENT & HIRING: The CAC is an Equal Opportunity Employer (EOE) where all applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, Veteran, or disability status.

MISSION STATEMENT: Contemporary Arts Center (CAC) is a lab for understanding ourselves, others, and the world around us through the experience and creation of all contemporary art forms.

CAC BACKGROUND: CAC was founded in 1939 by three women with their eyes on the future. Today, our purpose is to champion open minds and foster an inclusive culture by using contemporary art and mutual learning as vehicles for connecting people, cultivating creativity, and catalyzing curiosity. CAC now operates on a ~\$4M annual operating budget and offers 4 - 5 significant exhibitions per year, including group and solo exhibitions originated by CAC curator(s), guest curators, and touring exhibition partners. It is the oldest non-collecting contemporary art center in the country and one of the largest, occupying an 80,000 sq. ft. building, with approximately 22,000 sq. ft. devoted to exhibition and performance space. CAC is poised to continue its 86-year legacy of being the premier venue for contemporary art in the Greater Cincinnati region with a recently completed strategic plan that will serve as its programmatic and operational blueprints for the next 5 years.

LOCATION: CAC is located in an architectural gem in the heart of downtown Cincinnati, designed by Iraqi-British architect Zaha Hadid. The Lois and Richard Rosenthal Center for Contemporary Art was heralded by The New York Times as “the most important American building to be completed since the end of the cold war” and was lauded for its community-centric approach to the design process.

COMMITMENT TO INCLUSION: The Contemporary Arts Center believes that contemporary art thrives through a diversity of perspectives, experiences, and voices. We are committed to building a team that reflects the communities we serve and to fostering a workplace where all staff feel valued, supported, and able to contribute meaningfully to our mission.

We welcome applicants from a wide range of backgrounds and encourage individuals from communities historically underrepresented in the arts and nonprofit sectors to apply. We recognize that candidates bring varied experiences and paths to their work, and we

encourage you to apply even if your experience does not align perfectly with every qualification listed.

The Contemporary Arts Center is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, veteran status, or any other characteristic protected by law.