

Gallery Attendant

Department: Learning & Creativity

FLSA Status: Non-exempt

Work Schedule: Varying hours including weekends

Positions Supervised: None

Job Status: Part-time, 20 hours/week

Reports to: Director of L&C

Travel Required: Less than 5%

Position Summary:

The Gallery Attendant is responsible for ensuring our guests have an ideal experience in the Museum galleries. Gallery Attendants are outgoing, friendly and communicative. Gallery Attendants encourage appropriate behavior within GRAM galleries and interactive spaces, and redirects and corrects inappropriate behaviors.

They will provide a visitor friendly atmosphere, monitoring artwork and Museum areas to ensure safety and security. Will maintain the cleanliness and appearance of gallery and interactive spaces.

Essential Job Functions:

1. Be knowledgeable of Museum information and be able to communicate that information to visitors who ask.
2. Joyfully engage each guest with a smile and a greeting, acknowledging and responding to any visitor questions.
3. Supervise and facilitate guest experience in galleries.
4. Provide security presence in galleries during normal business hours.
5. Ensure that all exhibitions are operational, including physical interactives and technology-based exhibitions.
6. Independently troubleshoot exhibition issues. Escalate Exhibit issues or damage to Supervisors in a timely manner.
7. Enact preventative maintenance procedures, carefully following instructions from Interpretation Team.
8. Keep the galleries fresh by restocking various materials and consumables.
9. Creatively offer suggestions for gallery experience improvements and then work with others to put those suggestions into action through formal proposals.
10. Clean the interactive spaces as needed, wiping down surfaces or arranging props.
11. Work as a team player, supporting GRAM values and Museum etiquette.
12. Act as a role model for the community, modeling behavior and learning in the galleries.
13. Serve as a member of GRAM's interpretation team and subcommittees on a rotating basis.
14. Survey GRAM guests and observe gallery behavior as part of GRAM's ongoing audience research program.
15. Additional duties as needed.
16. Provide a security presence in the galleries as a gallery attendant during open Museum hours

Knowledge, Skills, and Abilities:

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skills and/or ability required. Additional functions and requirements may be assigned by supervisors as deemed appropriate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. A friendly, outgoing personality is required
2. Previous hospitality, customer service, or retail experience
3. Strong computer skills
4. Ability to stand for extended periods
5. High School Diploma or GED
6. Ability to remain calm and effective during high traffic times.
7. Currently possess or willing to obtain CTA certification.
8. Ability to pass a background check and drug screen
9. Second Language a plus.
10. Passion for Museums and interest in learning about all varieties of art.

Physical Job Requirements:

While performing this job, the employee will be required to walk and stand 90% and sit 10%. Will be required to lift up to 20 pounds occasionally. Must be able to communicate verbally.

The company has reviewed this job description to ensure that essential job functions and basic duties have been included. This is not intended to be construed as an exhaustive list of all functions, responsibilities, skills or abilities.

GRAM has a strong commitment to diversity.