

COLUMBIA MUSEUM OF ART

JOB DESCRIPTION

Title: Gallery Attendant

Reports To: Visitor Experience Supervisor and Manager of Visitor Experience and Membership

Purpose: To ensure that the Columbia Museum of Art (CMA) galleries are a welcoming and safe environment for all visitors, employees, and works of art.

Responsibilities: To assist and interact with all guests to facilitate a positive museum experience, provide information about the CMA collection and exhibitions, and ensure orderly and efficient operations in the CMA galleries.

Primary Duties and Responsibilities include but not limited to:

1. Consistently demonstrate a high level of customer service, including being friendly, tactful, courteous, and knowledgeable.
2. Ensure that the visitor's experience aligns with the CMA's Core Values and commitment to being welcoming, community-centered, vibrant, playful, and inspiring.
3. Answer general questions from guests about CMA collections and exhibitions.
4. Attend and participate in monthly/quarterly meetings and training classes about art and CMA procedures as required.
5. Demonstrate a team-oriented attitude.
6. Respond quickly and document incidents related to visitors or works of art.
7. Strict adherence to supplied uniform and personal appearance decorum.

Skills and Abilities:

- Good communication skills and welcoming attitude.
- Must be tactful and polite in dealing with the public.
- Must be alert and able to respond quickly in an emergency.
- Self-direction and ability to work in a team atmosphere.

Requirements:

- High School graduate or equivalent.

- Previous customer service experience desired.
- Be a positive employee and an advocate for the museum, interacting courteously and respectfully with others internally and externally.
- Be able to work collegially with other staff across departments to achieve common objectives.
- Discretion and sound judgment are required.
- Maintain the highest professional and ethical standards.

Job Type: This is a part-time hourly, non-exempt from over-time position. Starting at \$11.00 per hour.