

## COLUMBIA MUSEUM OF ART JOB DESCRIPTION

**Title:** *It's Alive!* Exhibition Guitar Experience Attendant

**Reports To:** Director of Education and Engagement

**Status:** Hourly, Seasonal, Non-exempt (February 14 through May 17, 2020). Hours scheduled over Tuesday - Sunday, 9:30 am to 5:30 pm, some evenings required.

**Purpose:** The primary focus of the Guitar Experience Attendant is to ensure the museum is a welcoming place for all by providing high quality customer service to all museum visitors visiting the Interactive Guitar Experience of the CMA's feature exhibition, *It's Alive! Classic Horror and Sci-Fi Art from the Kirk Hammett Collection*.

**Responsibilities:**

- Orient and greet visitors and staff warmly and genuinely, modeling CMA's Experience Promises to be welcoming, inspiring, community-centered, playful and vibrant.
- Facilitate activity and participation with multiple audiences on 2 guitar activity stations.
- Oversee start-to-finish player procedures: Providing numbered player tickets; instruct player(s) to seating area, calling next player(s); monitoring, directing and assisting player to guitar activities on stage and using equipment (headphones/guitars/pedals); concluding and directing exit of experience and transitioning to next player(s).
- Provide technical assistance: replacing guitar strings, tuning equipment/sound, cleaning guitars, and monitoring time clocks before, during, and after each player use.
- Ensure safe and respectful use of CMA facilities and guitar activity station components.
- Assist with promoting the participation in the free guitar experience raffle through the front desk, purchasing a souvenir lanyard in the gift shop and visiting the exhibition through museum admission.
- Ensure visitors with wheelchair or mobility needs gain access through ADA measures via a wheelchair lift and CMA security assistance.
- Answer directional and informational questions about the museum and its offerings, while making suggestions for deeper engagement with the museum.
- Communicate potential or active problems to appropriate management, and make suggestions for improved visitor experience.

**Knowledge and Experience:** This position sets a first impression for visitors, guests, members, trustees, etc. Applicants need to be extremely positive, professional, enthusiastic, outgoing and friendly. Applicants should be able to multi-task with confidence, and have the flexibility to adapt to situations as they arise. Attention to detail and a commitment to the mission and vision of the museum are essential. Applicant must be professional in appearance, responsible, flexible, and punctual as this position is critical to daily museum operations. **Experience with guitar playing and equipment required (ESP electric guitars, pedals, sound). Confidence engaging various audiences (youth to adult), performance experience and customer service experience a plus.**

**Skills and Abilities:** Be a positive employee and an advocate for the museum, interacting courteously and respectfully with others, internally and externally. Should have passion for the job and the museum and is creative, innovative, agile, and flexible. A highly motivated team player who is enthusiastic and proactive and who thrives in a fast-paced environment. Possesses a strong sense of urgency, priority, and follow-through. Can work independently, anticipate needs, and manage multiple tasks and assignments simultaneously. Ability to work collegially with other staff and partner across departments to achieve common objectives. Discretion and sound judgment are required. Maintains the highest professional and ethical standards.