

**COLUMBIA MUSEUM OF ART  
JOB DESCRIPTION**

**Title:** Gallery Attendant

**Reports To:** Senior Security Supervisor (Day/Night)

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

**Responsibilities:** To assist/interact with all guests to facilitate a positive museum experience, provide information about the CMA collection and exhibitions, and ensure orderly & 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. Adherence to all tenets of the Facility Security Guidelines, Protective Services P&P, and the Emergency Disaster Plan.
7. Respond quickly and document incidents related to visitors or works of art.
8. 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.
- Ability to be alert and observant during scheduled shift.
- 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.

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- 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.

**Contact:** The Columbia Museum of Art is an Equal Opportunity Employer, committed to diversity, accessibility, equity, and inclusion. Confidential inquiries, applications, and recommendations are welcome. Please email cover letter and resume to Kristen Campbell, at [kcampbell@columbiamuseum.org](mailto:kcampbell@columbiamuseum.org) with "Gallery Attendant" in the subject line.