

01 November 2017

Mississippi Museum of Art

POSITION: Museum Gallery Attendant
CLASSIFICATION: Non-Exempt
REPORTS TO: Director of Member Services
STATUS: Part-time (may include nights and weekends)



MISSISSIPPI MUSEUM of ART

JOB SUMMARY

The Mississippi Museum of Art has been a community-supported institution for more than 100 years. The Museum boasts a seasoned staff of professionals that works to ensure the Museum's exhibitions, programs, operations, and community outreach are of the highest quality and relevance to the people of Mississippi. The Museum seeks a cadre of reliable, outgoing individuals with a natural enthusiasm for the Museum's mission of cultural engagement to join our Team as Gallery Attendants. These individuals will be responsible for providing a safe and secure environment for the Museum's visitors, volunteers, staff, and collection of art in accordance with the Museum's security and customer service programs. Gallery Attendants will eagerly strive to provide our visitors with a welcoming and invigorating experience at the Museum.

ESSENTIAL FUNCTIONS

- Present a welcoming demeanor to all visitors and provide appropriate information as necessary to all who enter assigned areas; assist visitors with using engagement tools such as smart phone apps; interact with the public in a courteous and respectful manner while enforcing Museum policies.
- Provide a general but knowledgeable overview to interested visitors about the Museum and its exhibitions, The Art Garden, The Café, The Museum Store, facility rentals, and upcoming events.
- Continually inspect galleries throughout shift for the arrival of visitors, remove trash, straighten and resupply engagement spaces.
- Employ constant vigilance to detect unsecured or damaged works of art, malfunctioning equipment, leaks, or otherwise, and alert designated Museum staff as required.
- Use security equipment including radios and alarms to perform essential functions.
- Maintain a high level of situational awareness at all times to deter potential criminal activity, fires, health and safety hazards, or otherwise in all areas of the Museum.
- Respond to challenging and unexpected situations with calm and tact to resolve issues, direct evacuations, or otherwise according to Museum policy.
- Report all suspicious conditions or persons, provide descriptions of violators of Museum policies and report accidents, injuries, or hazardous conditions immediately.
- As directed, prepare clear, comprehensive incident reports for all emergencies, serious incidents, or otherwise.
- Proactively seek and obtain information regarding Museum policies, promotions, activities, and events to provide a high level of customer service.

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- Become familiar with Museum buildings, grounds, collection, and community to provide appropriate information and direction to visitors.
- Abide by all Museum policies and procedures, perform required administrative tasks in an accurate and timely manner.
- Work with other Museum staff to ensure smooth operation of the Museum's daily programs and events. Represent the Museum with the highest level of integrity and enthusiasm, work positively with colleagues and the public.

This list of essential functions is not designed to be a comprehensive itemization of every activity, duty, or responsibility that may be encountered. Activities, duties, and responsibilities may be changed, added, or eliminated at any time with or without notice.

COMPETENCY

- Observant and detail oriented, able to stay alert
- Friendly and customer oriented
- Able to comprehend and correctly apply training
- Able to apply good judgement to a variety of situations
- Able to read, write, and speak the English language
- Presentable at all times through proper grooming and hygiene
- Able to successfully complete initial and annual refresher training (tested) in all areas including emergency preparedness training (e.g., first aid, CPR, active shooter)

SUPERVISORY RESPONSIBILITIES

- None

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may be performed both indoors and outdoors throughout the facility and grounds.
- Position requires standing for prolonged periods, walking, bending and stretching, and enough physical strength to lift and carry a minimum of 50 pounds unassisted (for example, a fire extinguisher or small child in an emergency).
- Stand and walk for up to two hours without a break (sitting or leaning while on duty is generally not permitted), and for up to 6-8 hours in a shift.
- Possess visual acuity to review written materials and discern activity at reasonable distances for the environment, hearing acuity to understand radio calls and conversation at normal levels, and speaking ability to communicate clearly in each of the essential functions.
- Tolerate exposure to seasonal temperatures and sound levels commensurate with live or amplified entertainment.

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EXPECTED HOURS OF WORK

This position requires general availability during normal Museum hours including weekends and holidays, official Museum afterhours events, and private afterhours events.

TRAVEL

Travel outside the local area is not required of this position.

REQUIRED EDUCATION AND EXPERIENCE

- Completion of high school or GED
- One or more years of related public-facing experience or training
- Basic familiarity with computers and MS Office Suite products (Word, Outlook, and Excel)
- Specific training will be provided

PREFERRED EDUCATION AND EXPERIENCE

- Completion of additional education
- Background or direct experience with customer service operations
- Background or direct experience with Museum operations

ADDITIONAL ELIGIBILITY QUALIFICATIONS

- Applicant must successfully complete training and a 60-day probationary period, and may be subject to background check.

Interested applicants should download and complete the application found on our careers page at <http://www.msmuseumart.org/index.php/aboutus/page/careers> and return to careers@msmuseumart.org. Applications may also be left with the front desk associate.

No phone calls please.

The Museum is an Equal Opportunity Employer, and is proud of its work-place environment that is diverse in every respect and welcomes all applicants for employment. The Museum is not a department or agency of the state or federal government.