



Job Description

POSITION TITLE:	Gallery Attendant
REPORTING TO:	Director of Public Operations
FLSA CLASSIFICATION:	Non-exempt
STARTING HOURLY RATE:	\$10/hour
SCHEDULED HOURS PER WEEK:	Varies based on operating hours of the Museum
LAST UPDATED:	February 2021

POSITION SUMMARY

Gallery Attendants are responsible for the day-to-day security of MMoCA while maintaining a welcoming environment for museum guests.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain the security of the building, artwork, and guests
- Interact with museum guests in a friendly, professional manner, displaying excellent customer service and attention to detail
- Maintain knowledge of museum policies, current exhibitions and events and be able to communicate relevant information to museum guests
- Keep detailed records of activities in the galleries, including attendance
- Work with Public Operations Manager and Supervisors to ensure a smooth flow of museum guests, event attendees, restaurant patrons, and other activities within the building
- Ensure order, safety, and cleanliness in galleries and public spaces throughout the building, including light custodial work (dust mopping, cleaning glass, vacuuming)
- Assist with events and group tours as directed, including facilitating vendor load-in/out, greeting and introducing large groups, setting up equipment (tables, chairs, stanchions, etc.), use of the freight elevator and lift, and other event-related tasks
- Perform additional receptionist/front desk duties on occasion
- Contribute to MMoCA's initiatives to expand and advance diversity, equity, accessibility, and inclusion

QUALIFICATIONS (EDUCATION AND/OR EXPERIENCE)

- High School diploma (or equivalent)
- Minimum of one year customer service experience, preferably with diverse audiences
- Basic computer experience is needed, including MS Office programs
- Aptitude to be appreciative of multiple diverse perspectives, and a commitment to MMoCA's initiatives regarding diversity, equity, accessibility, and inclusion

WORK ENVIRONMENT AND JOB SPECIFICATIONS

The work environment and job specifications listed below are representative of those that must be met by an employee, with or without accommodations, to successfully perform the essential functions of this job.

- Primarily perform work in a museum and lobby environment

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. MMoCA is an Equal Opportunity Employer. It is our policy to administer all of our employment practices, including those pertaining to recruitment, hiring, placement, transfer, promotion or demotion, rates of pay or other forms of compensation, layoff or termination and selection for training in a nondiscriminatory manner without regard to race, color, religion, sex, age, handicap or disability, sexual orientation, national origin, or any other basis prohibited by applicable federal, state, or local fair employment laws or regulations.



- Ability to independently move throughout the museum for entire shift (4-6 hours)
- Frequently move around the workspace and access or use computers, office equipment, telephone, and any other pertinent supplies, space or equipment used to perform the duties of the position
- Work with frequent interruption
- Lift and/or move up to 10 pounds and occasionally lift and/or move up to 20 pounds

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. MMoCA is an Equal Opportunity Employer. It is our policy to administer all of our employment practices, including those pertaining to recruitment, hiring, placement, transfer, promotion or demotion, rates of pay or other forms of compensation, layoff or termination and selection for training in a nondiscriminatory manner without regard to race, color, religion, sex, age, handicap or disability, sexual orientation, national origin, or any other basis prohibited by applicable federal, state, or local fair employment laws or regulations.