



## Job Description

<b>POSITION TITLE:</b>	<b>Museum Attendant</b>
<b>REPORTING TO:</b>	<b>Visitor Engagement Manager</b>
<b>FLSA CLASSIFICATION:</b>	<b>Non-exempt</b>
<b>STARTING HOURLY RATE:</b>	<b>\$17/hour</b>
<b>SCHEDULED HOURS PER WEEK:</b>	<b>5-15 hours/week, varies based on Museum operating hours</b>
<b>LAST UPDATED:</b>	<b>May 2024</b>

### POSITION SUMMARY

Museum Attendants are essential ambassadors of MMoCA who help fulfill the mission of the Museum by not only helping preserve and protect the artwork, but also by educating our visitors about the Museum, exhibitions, and programs. As knowledgeable and customer service-minded individuals, Museum Attendants welcome and assist museum-goers as they navigate the facilities, communicate MMoCA policies, and offer interpretive assistance for the exhibitions, programs, and other mission-driven initiatives to ensure that all visitors have an enjoyable experience.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Maintain the safety and security of the guests, artwork, and building
- Enthusiastically and confidently share knowledge about exhibitions/artists; promote educational and art programs; explain MMoCA's history and architecture; and impart any other information that provides visitors the best possible experience at the museum and in the surrounding community
- Attend mandatory (paid) training sessions on Museum programming, exhibiting artists, safety and security, exhibition content, and visitor experience best practices
- Ability to use independent judgment and discretion to make swift decisions related to enforcement of regulations
- Work with Public Operations Director, Manager, and shift Supervisors to ensure a smooth flow of Museum guests, event/program attendees, restaurant patrons, and other activities within the building
- Provide assistance with Museum functions such as Artist Talks, Opening Celebrations, and Films, as directed, including facilitating equipment load-in/out, greeting large groups, general set-up (tables, chairs, stanchions, etc.), and other mission-related tasks
- Limited payment processing for cinema programs and merchandise sales
- Keep detailed records of activities in the galleries, including attendance and artwork reports
- Perform visitor information desk duties, including greeting visitors, assisting with coat check, providing exhibition and accessibility information, and tracking attendance
- Occasionally facilitate interactive exhibition elements and implement time and line management for timed gallery experiences (includes use of iPad)
- Share feedback from Museum guests to ensure MMoCA is responsive to our audience
- Contribute to MMoCA's initiatives to expand and advance diversity, equity, accessibility, and inclusion

### QUALIFICATIONS

- Customer service experience, preferably with diverse audiences
- Basic computer experience is needed, including MS Office programs
- Able to communicate clearly in a knowledgeable and friendly fashion
- Able to work alone and as part of a team

- Ability to routinely walk, talk, observe, and concentrate for extensive periods of time (4-6 hours)
- Aptitude to be appreciative of multiple diverse perspectives, and a commitment to MMoCA's initiatives regarding diversity, equity, accessibility, and inclusion
- Applicants conversant in one or more foreign language are strongly encouraged to apply
- Strong interest in learning about contemporary art

### **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 galleries and lobby environment
- 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
- Some nights and/or weekends may be required
- Minimum weekly availability is 5 hours; maximum 15 hours per week
- Ability to stand for extensive periods of time (one shift is typically 4–6 hours)
- Work with frequent interruptions
- 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.*