

Visitor Services Gallery Attendant Supervisor

Dept: Visitor Experience and Services	Reports to: Head of Visitor Experience and Services	Direct Reports: Gallery Attendants	
Type: Full Time	FLSA: Non-Exempt	Date: December 2021	Rev. Date:

POSITION DESCRIPTION

The Visitor Services Gallery Attendant Supervisor's primary role is to manage the Wadsworth's Gallery Attendant (GA) program while supporting the museum's mission to ensure that all visitors feel welcome and able to participate in the arts and cultural experiences offered by the museum. This position requires exceptional communication and customer service skills. Weekends are required.

Gallery Attendants are stewards of the visitor's experience at the Wadsworth. They serve as an enthusiastic, welcoming, and approachable presence throughout the museum as they support wayfinding, access to resources, promote public programs and events, provide general information about the collections and special exhibitions, help keep art safe, assist in ensuring the safety of museum visitors, and share information that provides the best possible experience for visitors of all ages, fostering positive connections between visitors and the museum.

POSITION RESPONSIBILITIES

Visitor Experience:

- Manage and schedule group of ~40 Gallery Attendants
- Coordinate ongoing GA training in coordination with all museum departments
- Conduct regular GA evaluations
- Keep informed about current and upcoming exhibitions and activities (using the museum website, calendars, and printed materials). Be mindful of visitors' interests and offer suggestions that may strengthen their connection to the museum
- Solicit, record, and evaluate customer feedback, and apply continuous improvement strategies.
- Freshen and restock visitor resources and spaces throughout the museum
- Provide customized service, responding to each visitor's needs: directions about accessibility, assistive listening aids, mobile tours, tours in ASL and Spanish, parking, activities for children and families, wheelchairs, etc.
- Support staff, docents, trustees, membership, rental event staff, and auxiliary groups' front-of-house needs

Administration:

- Work with the Manager of Groups and Visitor Services and Head of Visitor Experience and Services to promote a congenial work environment, relay information from daily briefings, address staff concerns, and problem-solve strategies for handling customer service situations
- Support the recruitment, hiring, training, and performance of Gallery Attendants. Regularly review written procedures and manuals.
- Coordinate the daily schedule to cover lunches and staffing needs

- Assist with visitation reports and museum-wide events logistics calendar
- Work collaboratively to apply continuous improvement strategies to visitor feedback
- Assist with outreach efforts to engage new audiences

Sales:

- Process sales transactions and balance the sales drawer accurately
- Work independently to process transactions in Tessitura and online ticketing systems; includes adding and checking constituent records, identifying and reducing duplicates, group check-in, refunds, exchanges, etc.
- Contribute to achieving museum-wide membership goals

MINIMUM REQUIREMENTS

Education and Experience:

- 3 years management experience in customer service or equivalent
- Cash handling experience
- Experience with a point-of-sale system; Tessitura experience a plus
- College degree and knowledge of art history preferred but not required
- Multilingual fluency preferred

Skills and Abilities:

- Exceptional leadership and communication skills
- Upbeat and approachable attitude
- Strong collaborative skills
- Strong attention to detail and excellent organizational skills
- Exceptional judgement
- Ability to respond quickly to unexpected challenges and shifting priorities
- Ability to juggle competing priorities and set and achieve goals
- Knowledge of and interest in art and museums
- Ability to work well collaboratively
- Aptitude in MS Office programs including Excel and Word

WORKING CONDITIONS

The work environment characteristics described here are representative of those a Visitor Services Representative encounters while performing the essential functions of the role:

While performing the duties of this job, the employee is frequently required to receive oral and written instructions in English and to clearly communicate in English in person, over the telephone, through email and other electronic means. This employee is required to move about their work area, and between galleries, ascend and descend stairs, and stand for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 25 pounds unassisted. The employee is required to visually or otherwise identify, observe and assess.

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by a Visitor Service Representative. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required to do this role.

DISCLAIMER

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

TO APPLY

We are a progressive, equal opportunity employer and all candidates are encouraged to apply. You can do so by sending a cover letter noting the reason for your interest plus your resume to: Staffing.VS@TheWadsworth.org

Please note "**Visitor Services Gallery Attendant Supervisor**" in the subject line.