

## Gallery Attendant Position Description

Department: Visitor Experience and Services	Reports to: Gallery Attendant Supervisor	Title: Gallery Attendant	
Type: Part-time	FLSA: Non-Exempt	Date: February 2022	Rev. Date:

### **POSITION PURPOSE**

Gallery Attendants (GA) 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 the art safe from damage, assist in ensuring the safety of museum visitors, and share information that provides the best possible experience at the museum for all audiences. GA’s receive comprehensive training to support the experience of visitors of all ages, fostering positive connections between visitors and the museum as a place in the city of Hartford.

### **ESSENTIAL RESPONSIBILITIES**

- Demonstrate the highest level of customer service, remaining professional, personable, and engaging to all museum visitors.
- Ensure that our visitor experience aligns with the museum’s brand and mission.
- Remain knowledgeable about exhibitions, the collection, public programs and events, museum resources, and Hartford City arts and culture opportunities, and promote all to visitors.
- Protect the artwork by continuously observing visitors’ behavior while circulating in specific areas or galleries, including monitoring for restricted items and touching of art.
- GA’s ensure that visitors follow museum policies regarding food or drink in the galleries, photography of artwork, and current State of Connecticut guidelines related to Covid-19.
- Assist in wayfinding, providing directions and suggested routes of travel.
- Implement time and line management for timed gallery experiences (includes use of iPad).
- Promote museum membership; understand any special promotions and changes.
- Attend all mandatory department meetings/trainings.
- Work special events, performances, opening receptions, public programs, and other programs as assigned.
- Respond quickly and calmly to emergencies and assist others in the event of an emergency.

### **SKILLS, KNOWLEDGE, CHARACTER**

- Ability to establish and maintain positive and professional working relationships with staff, volunteers, and members of the public.
- Ability to exercise composure and diplomacy at all times; demonstrate creative problem solving and conflict resolution skills.
- Demonstrates an understanding of protocol and sensitivity to cultural diversity needs.
- Shows knowledge of visitor service principles, practices and procedures. Commitment to learning about museum/art history.
- Acts as a team player who works well with others and shows courtesy and respect to colleagues.
- Has strong people skills, including diplomacy and empathy.

- Has exceptional verbal and communication skills with the ability to communicate effectively in English both orally and in writing.
- Comfortable with technology.
- Demonstrates a passion and appreciation for art and willingness to share it with the public
- Has commitment to providing excellent and impactful visitor experience.
- Capable of working in a fast-paced environment and interface effectively with visitors while remaining calm and effective during high-traffic times and alert during slower times
- Willing to assume responsibility
- Cheerful, upbeat attitude confident when approaching guests and families

### **EDUCATION AND EXPERIENCE**

- A Minimum of 2 years of front-line customer service experience in a museum/cultural organization is preferred but not required.
- High school education, GED, or equivalent.
- Multi-lingual skills highly desired with a strong preference for ASL, Spanish, Hindi, Mandarin, Cantonese and French.

### **WORKING CONDITIONS**

The work environment characteristics described here are representative of those a Gallery Attendants encounters while performing the essential functions of the role:

Climate controlled art museum with display galleries, standard offices, café, library/archives, theater, museum shop, and other non-public spaces. Work is performed primarily indoors and occasionally outdoors in lobbies, art display galleries, public and as well as non-public offices and storage areas. Our Covid-19 related protocols mandate the wearing of masks by staff and visitors in all public areas and group settings.

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 through other electronic means. Employee is required to move about their work area, between galleries and storage areas, ascend and descend stairs; and stand and/or sit for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 15 pounds unassisted. The employee is required to visually or otherwise identify, observe and assess.

Reasonable accommodations may be made to enable qualified individuals with a disability to perform the essential functions to the extent the Wadsworth may do so without undue hardship. The term “qualified individual with a disability” means an individual who with or without reasonable accommodation can perform the essential functions of the position.

### **DISCLAIMER**

The preceding job description has been designed to indicate Gallery Attendant. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required to do this role. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

### **HOW TO APPLY**

Wadsworth Atheneum is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard

to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. You can do so by sending a cover letter noting the reason for your interest and 3 references, plus your resume to: [Staffing.VS@thewadsworth.org](mailto:Staffing.VS@thewadsworth.org) Please note "Gallery Attendant" in the subject line.