



Job Description Gallery Attendant

Summary:

The primary responsibility of a PMCA Gallery Attendant is to monitor the safety and condition of the artwork installed in the galleries. The Museum expects that the Gallery Attendant will interact with visitors in a friendly and courteous manner, and anticipate any problems in a similarly respectful manner. Potential incidents include issues of photography, touching artworks, use of pens and other sharp objects, backpacks, and cell phones (list will be provided to Gallery Attendant). While on duty, Gallery Attendants must remain in their assigned gallery at all times. All Gallery Attendants report directly to the Director of Exhibitions.

If any incident involving artwork occurs, the Gallery Attendant will immediately notify bookstore staff and then write a detailed report that same day explaining the incident. Bookstore staff will contact Sarah Mitchell, and submit incident reports to her. Examples of possible incidents are: a visitor touching an artwork (accidentally or on purpose); an artwork that has sustained damage; faulty or unstable installation hardware. If you have any questions or concerns regarding the condition of an artwork, contact Sarah Mitchell.

The other main responsibility of PMCA Gallery Attendants is to provide visitor services. This involves saying hello and welcoming them to the museum when they walk in, offering to answer any questions they might have about the exhibitions, Museum facilities, or anything else (or directing them to the bookstore staff if appropriate), thanking them for visiting the museum when they leave, etc.

Primary Responsibilities:

- Ensure the security of artwork and PMCA property
- Ensure the safety of PMCA staff and visitors
- Greet and engage PMCA visitors in a friendly and inviting manner, answer questions about the Museum or exhibitions, and refer visitors to appropriate staff person if necessary
- Correct visitors gently as needed regarding issues of photography and/or proximity to artworks (list will be provided to Gallery Attendant)
- Learn all security and fire safety procedures (procedures provided to Gallery Attendant)
- Respond and assist in emergency situations (procedures provided to Gallery Attendant)
- Learn about all exhibitions and effectively communicate information to visitors concerning exhibitions, Museum history, and other Museum information
- Perform daily opening tasks, which include turning on the gallery lights and any media device(s), straightening the project room, sweeping the entrance lobby, and cleaning the glass double doors

- Perform daily closing tasks including ushering guests out of the galleries, turning off gallery lights, and turning on work lights
- Encourage visitors to put their admission fee toward a membership if they enjoyed their visit
- Assist with general Museum tasks when there are no visitors present
- Must attend all required Gallery Attendant scheduled staff meetings, unless prior approval has been granted

Qualifications:

- High School/GED

Knowledge, Skills and Abilities:

- Ability to stand for long periods of time and remain alert and engaged
- Excellent communication and interpersonal skills
- Preferred – fluency in languages other than English

Dress code/appearance:

The Gallery Attendant must wear a black shirt with no logos or graphics, or a PMCA shirt (provided by the Museum), black pants, and closed-toe shoes. Clothing should be clean and free of wrinkles, holes, and rips. Personal jewelry, accessories, fragrances, makeup, etc. should be used in good taste and kept at a minimum for safety purpose. Museum Administration reserves the right to decide and amend what it considers appropriate.

Not permitted:

- Use of cell phones, tablets, listening, or any other personal devices while on duty, except in the case of an emergency (refer to page 22 of Employee Handbook for further details)
- Sketching, reading, and talking with fellow Gallery Attendants in the presence of visitors