



MUSEUM GALLERY ATTENDANT

Waterworks Visual Arts Center is looking for engaging, enthusiastic and customer service-centric Museum Gallery Attendants with strong communication skills to join the team. In order to enhance and improve the Visitor Experience, the gallery attendants will engage gallery visitors through Waterworks Visual Arts Center's thought-provoking programming, as well as ensure the visitor experience is seamless throughout the gallery.

Position Title:	Museum Gallery Attendant
Number of Positions Available:	Two
Reporting to:	Administrative Assistant
Hours of Work:	Varied, based on need. Minimum of 3 days per week, with each shift being 6–8 hours, including a thirty-minute break for lunch. This position requires regular weekend availability and occasional evening hours.
Type of Employment:	Temporary Part-time.
Start Date:	August 19, 2024
Compensation:	\$13/hour (\$12,000-\$16,000/yr.)
Location:	Salisbury, NC, on-site

SUMMARY OF SERVICE

Gallery Attendants provide concierge and docent service to those visiting Waterworks Visual Arts Center by encouraging meaningful public engagement through daily interaction, tours, and outreach programs. Gallery Attendants are responsible for multiple important functions including welcoming and orienting visitors in the space and exhibitions, answering visitor questions, leading tours, enhancing the visitor experience by encouraging conversation and engagement with art and ideas, monitoring the galleries for security, working special events, and performing administrative tasks as required.

DUTIES

- Welcome and orient patrons and visitors as they enter the gallery, conduct tours, and provide visitors with information concerning current exhibitions, education and public programs, membership, special events, and general information.
- Supervise the entrances and all areas of the exhibitions to enhance the visitor experience, enforce gallery rules, and maintain proper gallery capacity.
- Engage with visitors by starting conversations while introducing the exhibitions and providing more information about the shows/selected works on display in the gallery.
- Ensure the safety and security of artworks.
- Ensure the tidiness and cleanliness of the gallery including entrance/lobby area, galleries and common entrances.
- Examine the exhibitions throughout the day to assess artwork that may be malfunctioning or damaged and submit incident reports to appropriate staff in a timely manner.
- Attend Gallery Attendant meetings, shift briefings, and/or other meetings called by the Executive Director or Administrative Assistant

- Prepare and lead thoughtful and intelligent tours, and maintain a comprehensive knowledge and in-depth understanding of the artists and themes in the exhibitions to facilitate discussion and meaningful engagement with viewers.
- Perform opening and closing duties including turning on/off works in the exhibition, as applicable, ensuring all visitors have exited the Gallery upon closing, and keeping the public areas and galleries tidy.
- Engage visitors in participating in the Visitor Survey, if applicable.
- Capture names, addresses, and postal codes from visitors for the gallery's database to extend engagement, encourage lasting connections, and for future marketing and development needs.
- Perform administrative/clerical tasks including writing reports related to exhibition maintenance, attendance and audience response. Assist with mailings and performing periodic and annual inventory, if applicable.
- Replenish publication and gallery ephemera, program postcards, Family Guides, educational hand-outs, and gallery surveys at the front desk and in other areas.
- Promote and provide additional information on upcoming public programs and events.
- Provide staffing assistance for public programs and special events as needed including signature fundraising events, member events, and revenue generation events during which duties may also include selling drink tickets, preventing drinks/food from entering specified areas, taking photographs, etc.
- Perform other duties as assigned.

REQUIREMENTS

- Proven track record of providing excellent customer service.
- Experience working in a retail sales environment and product promotion is an asset.
- Excellent verbal and written communication skills, with strong public speaking abilities for leading tours, introducing speakers, and making presentations to visitors.
- Polite, courteous and pleasant mannerism.
- Strong interpersonal skills and must enjoy interacting with the public.
- Ability to operate audio/visual and other exhibition equipment, as well as computer, cash drawer, receipt printer, photocopier, and other office equipment.
- Ability to observe and perform multiple activities in the gallery.
- Interest in contemporary art is considered a plus.
- Knowledge of language(s) other than English is an asset.
- Availability to work weekends and on occasion, evening hours as needed.
- This position is based in Salisbury, NC, on-site at the art museum.
- Must possess a valid Driver's License and agree to a Background Check upon request.

HOW TO APPLY

Waterworks Visual Arts Center is committed to diversity and inclusiveness. We encourage qualified applicants of all backgrounds to apply.

Acceptable applications must include a current resume and a cover letter indicating how you would meet the essential criteria for this position. To apply, please submit your application to admin@waterworks.org by no later than July 31, 2024. Please enter/type **WVAC Museum Gallery Attendant** in the subject line. Electronic or mail in applications, only. NO WALK-INS.

Mailing address: Waterworks Visual Arts Center, 123 E. Liberty Street, Salisbury, NC 28144

We thank all applicants for their interest, however, only those being considered for an interview will be contacted.