

The Cummer Museum of Art & Gardens Job Description

Position: Gallery Host
Supervisor: Manager of Visitor Experience
Status: Part-time and Non-Exempt

Essential Functions:

Create an excellent visitor experience by providing a welcoming environment and outstanding customer service to the Museum visitor through information sharing about all aspects of the Museum. The Gallery Host will assist people of all abilities in a professional, courteous manner that aligns with the Museum's service standards, brand promise, and core values.

- Support the Museum's mission, vision, and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect of the individual, commitment to our community, accountability, and ownership.
- Welcome all visitors in an engaging manner.
- Ensure a welcoming, inclusive, & memorable environment for a diverse range of guests and visitors.
- Advise and direct all visitors to museum amenities, exhibitions, programs, events, and membership.
- Ensure appropriate follow up on visitor requests.
- Engage in conversation with visitors about the Museum and its collections. Continue to learn about Museum collections and exhibits, including but not limited to attending relevant training.
- Open and close the Museum and galleries using correct opening and closing procedures.
- Protect Museum collection by enforcing museum rules and policies using "polite safeguarding" techniques. Report damage immediately, as required.
- Plan and lead gallery talks/tours for visitors at the Museum.
- Handle visitor grievances with respect and efficiency.
- Promptly reports hazards and suspicious activity to Lead Gallery Host.
- Answer main switchboard with proper etiquette and assists with guest calls accordingly.
- Maintain kiosk of collateral materials available for visitors and tours.
- Maintain clean lobby area especially front desk/register.
- Know fire, safety and emergency policies and procedures and ensure visitor safety in case of emergency.
- Collect accurate visitor information through point-of-sale software systems.
- Prepare daily deposits.
- Record museum attendance.
- Handle basic membership functions including selling new and renewed memberships and entering correct constituent information in Altru.
- Administer visitor data collection as needed.
- Provide check-in at special events and programs.
- Hang appropriate banners on exterior of building.
- Perform other job duties as assigned.

Knowledge, Skills and Abilities:

- High school or equivalent required; some college preferred
- Knowledge in the field of Art History required; some coursework in the field of Art History preferred
- Computer skills in Microsoft Office 365 (Word, Excel and Outlook), or ability to learn new software quickly
- Knowledge of basic office skills including basic math and proper cash handling procedures
- Flexibility and respect for cultural diversity
- Ability to provide superior customer service
- Ability to communicate effectively and with diplomacy when interacting with public, donors, staff, volunteers, and vendors
- Ability to work independently or with others as needed

Working Conditions and Physical Requirements:

- Must be available at least 16 hours per week including any three of the four busiest shifts at the Museum; Tuesday evening, Friday evening, Saturday, and Sunday. In addition, a minimum availability of 4 weekend days per month is required
- Must be able to perform duties while standing and walking for at least 3 non-consecutive hours
- Must be able to climb a ladder and change the banner on the exterior of the building
- Normal building and office environment with occasional outside work.
- Frequently required to talk or hear.
- Specific vision abilities include close vision, distance vision, and the ability to adjust focus.