



## **The Cummer Museum of Art & Gardens Employment Opportunity – Gallery Host**

The Cummer Museum of Art & Gardens seeks Part-time Gallery Host to join the Visitor Experience team. The successful candidate(s) will 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 team member will assist people of all abilities in a professional, courteous manner that aligns with the Museum’s service standards, brand promise, and core values.

### **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 report 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.
- 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
- 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.

**Direct Reports:** None

**Salary Range:** \$14.00 hourly- up to 20 hours per week

Qualified applicants send résumé to the Cummer Museum of Art & Gardens, Attn: Human Resources Department, 829 Riverside Avenue, Jacksonville, FL 32204 or [jobs@cummuseum.org](mailto:jobs@cummuseum.org)

**EQUAL EMPLOYMENT OPPORTUNITY POLICY**

The Cummer Museum's policy is to provide equal employment opportunity to all qualified employees and applicants for employment without regard to race, color, ancestry, national origin, gender (including pregnancy), sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, service in the military, or any other protected status as required by federal, state, or local law. The Museum's intent and desire is that equal employment opportunities will be provided in employment recruitment, selection, compensation, benefits, promotion, demotion, layoff, recall, transfer, leave of absence, termination, and all other terms and conditions of employment.

#### **COMMITMENT TO DIVERSITY**

The Museum is committed to creating and maintaining a workplace in which all employees have an opportunity to contribute to the success of the institution and are valued for their skills, experience, and unique perspectives. In addition to being an important principle of sound business management, this commitment is embodied in Museum policy and the way it does business.