



Position Description **Gallery Attendant**

Organization

The Museum of Contemporary Art Detroit (MOCAD) is where adventurous minds encounter the best in contemporary visual, literary, music, and performing arts. A responsive center for diverse audiences, MOCAD presents art that contextualizes, interprets, educates and expands culture, pushing us to the edges of contemporary experience. MOCAD is an Equal Opportunity Employer.

Classification

Status: Part Time, Non-Exempt. Up to 29 hrs. per week.

Schedule

Specific schedules to be determined. Must be available for regular open hours Thursdays and Fridays 11am-8pm and Saturdays and Sundays 11am-5pm. Some additional hours or adjustment to hours may be requested from time to time for programs and special events.

Compensation

\$15/hour

Supervisor

Director of Exhibitions + Facility Operations

Position Description

The Gallery Attendant (GA) is a public-facing role, responsible for a range of visitor services duties including: greeting visitors, monitoring the museum galleries to ensure safety of art and people, and engaging in dialogue about MOCAD's exhibitions. While the GA will work primarily in the galleries, they will also be responsible for staffing the Visitor Services desk during certain hours, and will act as back-up for the Visitor Services Associates. This role will also be responsible for helping to enforce the safety guidelines MOCAD has enacted in light of the COVID-19 pandemic (ensuring visitors wear masks at all times and observe social distancing). In addition to regular museum public hours, the Gallery Attendant will also assist with special events when it is safe to resume public programming.

Position requires proactive execution of responsibilities; attention to detail; ability to work independently; good judgment; and positive demeanor and true enjoyment of working with others and engaging with members of the public, staff, board, and other stakeholders.

Responsibilities

- Greet, assist, and direct Museum guests. Provide visitors in the galleries with information about the exhibitions and Museum programs.
- Proactively stay up to date on what's going on at MOCAD so they can provide visitors with general Museum information and draw attention to upcoming exhibitions, programs, and events.
- Orient visitors to the Museum as needed (restrooms, front desk, café, etc.).
- Use a friendly and encouraging approach to enforcing all safety guidelines, ensuring the safety of the art and visitors, and adherence to pandemic safety measures.



- Assist with maintaining regular sanitization protocol in the galleries and other Museum areas as needed. Includes keeping records of sanitization checks and some light cleaning/sanitizing duties (wiping touch points, etc.).
- Maintain a friendly presence while monitoring the galleries.
- Provide instruction to visitors in the case of emergencies.
- Routinely inspect gallery spaces, and report any issues with exhibition or building maintenance.
- Serve as a guide and resource for visitors regarding exhibitions.
- Provide “behind the scenes” information on exhibited works and featured artists.
- Handling of cash and credit transactions (when working at the front desk).
- Provide support for basic store management tasks – tidying, occasional shipping.

Qualifications

- Must have a high school diploma or equivalent.
- Must have customer service related work experience and/or training in an art or design-related field, arts administration. Gallery experience is preferred.
- Must be highly reliable and punctual.
- Excellent interpersonal and communication skills, “people person” who wants to engage and talk with members of the public from all walks of life.
- The ideal candidate will have a strong interest in or knowledge of contemporary art and design.
- Ability to maintain poise and professionalism in all circumstances.
- Must have the ability to impart information in a clear and concise way and to approach visitors diplomatically when they break museum rules.
- Gallery Attendants must be prepared to remain focused for long periods of time.
- The Gallery Attendant may need to stand for long periods of time.

To apply for this role, please send your resume and a cover letter to jobs@mocadetroit.org as a PDF. We are sorry, but we are unable to take phone calls about hiring. The Museum of Contemporary Art Detroit is an Equal Opportunity Employer.