

Job Description



An Equal Opportunity Employer

Job Title:	Gallery Host
Division:	Visitor Services
FLSA Classification:	Non-Exempt
Reports to:	Visitor Services Manager
Revision Date:	November 2017
Primary Purpose:	Ensures that visitors to the Chrysler Museum of Art and its facilities have a positive experience while maintaining a safe environment and protecting the Museum's collection and loans. This includes answering questions, enforcing rules, looking out for suspicious behavior, providing assistance, and engaging visitors in casual conversations about works of art.
Essential Functions:	<ul style="list-style-type: none"> • Warmly greets all visitors, including opening the main entrance for visitors as they enter and exit. • Makes regular rounds through assigned galleries to monitor visitors and the facility, answer questions, enforce rules, and act as an ambassador for the Museum. • Leads and engages in conversation with visitors about the Museum and its collections, including the Historic Houses, Glass Studio, and special exhibitions. Obtains information from others within the organization, as necessary. • Actively sells Museum memberships in all locations. • Works in the Museum Shop greeting visitors, answering questions about merchandise, helping visitors select products, and processing sales. • Follows inventory control procedures regarding sales, inventory arrivals, and stock room organization. • Follows cash-handling procedures while processing admissions, class registrations, retail sales, and other transactions. • Register visitors and members for Museum classes, programs, and events. This includes remaining knowledgeable regarding current offerings. • Monitors visitors' behavior and reports anything unusual to his/her supervisor. • Examines visitor packages/bags and offers coat check or locker options. • Opens and closes Museum facilities. Completes opening and closing check of Museum facilities and the collection. • Assures the security of the collection by enforcing Museum rules and regulations in public areas. Reports inconsistencies or damage immediately. • Greets visitors to the Glass Studio, collects waiver forms, enforces safety regulations, and completes injury reports. • Ensures visitors' safety in the case of an emergency. • Administers exit surveys to visitors as instructed. • Promptly reports hazards and suspicious activity to his/her supervisor. • Attends weekly training sessions and continues to learn about the collection and exhibitions. • Plans and leads gallery talks/tours for visitors at the Museum and Historic Houses • Assist visitors to the Museum's library with basic research • Performs other duties as assigned or required.

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Required Education/Experience:	High School diploma or equivalent and 1-2 years of customer service experience are required. Must have a pleasant demeanor and a genuine interest in communication with members of the public and providing assistance to visitors. Knowledge or interest in art is strongly preferred. Must have basic computer skills, technical aptitude is strongly preferred, so as to assist visitors with various interactive technology.
Working Conditions:	During Museum hours, Gallery Hosts will rotate on a pre-determined schedule to various zones throughout the day. Requires constant standing and walking throughout the day and constant interaction with the public. Will be required to continually search for additional knowledge about our collections and special exhibitions. Must attend weekly training sessions.
Physical Requirements:	Must be able to see, hear, and communicate effectively with visitors. Must be able to stand and walk during up to eleven (11) hour shifts with minimal rest breaks. Must be able to occasionally lift and/or move up to 25 pounds unassisted.