

ASHEVILLE ART MUSEUM

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PO Box 1717 | Asheville, NC 28802-1717

Gallery Assistant

Updated 10/10/2020

Organization

The Asheville Art Museum, established by artists in 1948, engages, enlightens, and inspires individuals through exhibitions and programs developed for all ages that interpret its Collection of American art of the 20th and 21st centuries. Anchoring the center of lively downtown Asheville in the Blue Ridge Mountains, the Museum serves residents of the Southeast and Western North Carolina, as well as visitors from around the country and the world. Through a vibrant array of educational programs, the Museum serves diverse audiences of all ages from pre-K to seniors, of all ethnicities and economic levels.

Position Description

As frontline staff, Gallery Assistants ensure that Museum Members and visitors have a unique and informative experience; maintain a safe and comfortable physical environment; and ensure the security and care of artworks in the Museum's Collection and special exhibitions. Gallery Assistants will receive ongoing training in art history, Collection and special exhibitions, engagement techniques, visitor service, and best practices in life and art safety/security in order to answer questions, provide assistance, engage visitors in casual conversations about artworks, and implement visitor and building policies.

Primary Responsibilities & Essential Functions

- Warmly greet all visitors. Examine visitor packages/bags and offer self-check options as necessary or requested.
- Direct visitors to exhibitions, education programs, and special events.
- Make regular rounds through assigned area(s) to monitor visitors, artworks, and other public spaces.
- Act as an ambassador for the Museum by answering questions, providing assistance, and implementing visitor safety and building policies. Promptly obtain information from other staff as necessary; report issues, hazards, suspicious behavior, or building/artwork damage immediately.
- Engage visitors in casual conversations about the Museum, its Collection and special exhibitions, education programs, and special events.
- Assist Visitor Services, Museum Store, and Operations staff to open and close spaces by completing checks of public areas including the Collection and special exhibition halls.
- Ensure visitors' safety in case of an emergency by implementing emergency procedures when necessary.
- Assist development staff by actively promoting Museum membership, sponsorships, and fundraising events.
- Assist Learning & Engagement staff by administering surveys to visitors.

- Attend regular training sessions led by Curatorial, Learning & Engagement, Visitor Services, and Operations staff in art history, Collection and special exhibitions, visitor engagement techniques, customer service, and best practices in safety/security. Maintain good working knowledge about upcoming education programs and special events.
- Assist Museum Store and Visitor Services staff as needed by processing admission tickets, greeting visitors/shoppers, answering questions about/helping visitors select merchandise, and processing sales.
- Other duties as assigned.

Working Conditions & Physical/Job Requirements

- Gallery Assistants are hourly, part-time staff working a minimum of 10 hours per week and up to 24 hours per week.
- Shifts available include Thursdays, Fridays, and Saturdays.
- This position requires constant interaction with Museum Members, visitors, staff, volunteers, and the general public.
- Gallery Assistants must maintain a professional appearance by being neatly dressed and well groomed. Uniform shirts are provided; Gallery Assistants provide their own black full-length pants or knee-length and longer skirts.
- Gallery Assistants must be able to communicate effectively with visitors; to stand and walk for up to eight hours with adequate lunch and rest breaks; to efficiently manipulate keys on a keyboard; and to occasionally lift and/or move up to 30 pounds unassisted. Reasonable accommodation can be made to enable people with disabilities to perform the primary responsibilities and essential functions of the job.
- Candidates will be required to undergo a background check before starting employment.

Education & Experience

High school diploma or equivalent, 2+ years customer service experience, and basic computer skills are required. Must have a pleasant, friendly, welcoming demeanor; excellent problem-solving and conflict-management skills; cultivated senses of courtesy and diplomacy; and a genuine interest in interaction with, and providing assistance to, Museum Members, visitors, volunteers, staff, and the general public. Knowledge of/interest in art is strongly preferred. Fluency in a second language, 2+ years higher education, experience working in public-facing roles, and/or experience working in museums, cultural organizations, retail, tourism, or hospitality are a plus.

To apply, please send resume, cover letter, and a list of three references to mailbox@ashevilleart.org with "Gallery Assistant" in the subject line.

Duties, responsibilities, and activities may change at any time with or without notice.

Equal Employment Opportunity

The Asheville Art Museum provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.