

ASHEVILLE ART MUSEUM

2 South Pack Square | 828.253.3227 | ashevilleart.org
PO Box 1717 | Asheville, NC 28802-1717

Gallery Assistant

Updated 11/08/2021

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. Gallery Assistants report directly to the Museum Associate.

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.

Compensation & Requirements

This year round, part-time position requires weekday, weekend, some evening, and holiday hours. This position works a minimum of 12. Hourly pay rate is \$11 - \$12 per hour. Uniform shirts are provided, staff must provide their own black full-length pants or knee-length and longer skirts. This position must be able to communicate effectively with visitors and move throughout the Museum for up to eight hours with adequate lunch and rest breaks.

Education & Experience

Customer service experience 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.

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

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.

Diversity, Equity, Access, and Inclusion

The Asheville Art Museum's vision is to transform lives through art, and we welcome all visitors without discrimination. The Museum acknowledges that it is situated upon the ancient, southern Appalachian ancestral homeland of the Cherokee Tribe and that this region is still the home of the Eastern Band of Cherokee Indians today. The Asheville Art Museum is committed to being an active leader against racism. We uphold anti-oppressive and equitable practices, while striving to create opportunities for education and action to build a stronger community. The Asheville Art Museum is dedicated to advancing diversity, equity, access, and inclusion—now and in the future. The Museum is moving with awareness and commitment, through assessment, training and engagement, to implementation and accountability.