

ASHEVILLE ART MUSEUM

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

Head Gallery Assistant

Updated 11/2021

Organization

The Asheville Art Museum, established in 1948, engages, enlightens, and inspires individuals and enriches community through dynamic experiences developed for all ages that interpret its Collection and exhibitions 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 region, as well as visitors from across the country and around the world.

Position Description

The **Head Gallery Assistant** manages the daily scheduling, training, and overall presence of the Museum's Gallery Assistants (GAs). This position works with GAs, Visitor Services, and all Museum Staff to ensure Museum guests have a unique and informative experience, maintain a safe and comfortable physical environment, and ensure the security of artworks on display in the galleries and throughout the Museum. This position reports to the Visitor Services Associate.

Primary Responsibilities/Essential Functions (including but not limited to)

- Manages the monthly scheduling, training, and daily tasks of all GAs and staff working in public spaces of the Museum.
- Onboards all GAs ensuring proper life and artwork safety, proper guest engagement techniques, and education on artists and works on display in the Museum.
- Coordinates the ongoing educational resources for GAs and staff for new exhibitions, artists, and artworks on display in the Museum.
- Prepares and oversees GA scheduling and break coverage, filling any gaps as they arise.
- Works 2 to 4 scheduled shifts each week on the floor as a GA.
- Work with Museum staff in all departments to ensure that GAs are well informed.
- Act as team leader to ensure courteous, informative, and timely interactions with Museum guests.
- Provide feedback to Museum staff, interns, and volunteers to ensure the best possible guest experience.
- Coordinate with Museum staff to streamline daily operations.
- Oversee daily opening and closing of all galleries and Museum public spaces.
- Act as key holder to ensure the safety and security of the Museum.
- Work with Visitor Services Associate to develop strategic initiatives and improve visitor experience.
- Actively promote Membership, programs, and events to guests.
- Act as backup to Visitor Services Associate and Museum Store Associate to assist with the daily functions of the Welcome Desk and Store.

- Interact with the arts community and civic bodies as an advocate for the arts and the Museum.
- Other duties as assigned.

Compensation & Requirements

This year-round, full-time, exempt position with full benefits works weekends (Saturdays and Sundays required), weekdays, and some evenings. Annual compensation includes a salary range between \$31,000 and \$34,000 depending on experience, plus paid time off, health insurance, and retirement benefits after required probationary period. The incumbent should have a valid driver's license, be able to lift items up to 30 pounds, handle tools or controls, use close vision, and tolerate moderate noise levels.

Education & Experience

The ideal candidate will have a high-school diploma and an interest in art history and museums and/or a willingness to learn about American art; be outgoing, positive, enthusiastic, and friendly towards Members, visitors, staff, interns, and volunteers; be highly organized, detail-oriented, and have superior communication skills; and be a team leader. Candidates should have 2+ years' experience in leadership and customer service, preferably in a museum, specialty, or other non-profit. Candidates must be authorized to work in the United States. Experience with Microsoft Office Suite programs, point-of-sales systems (e.g. Shopify, Square), and patron databases is a plus.

To apply send resume, cover letter, and three references to mailbox@ashevilleart.org with "Head Gallery Assistant" in the subject line. This position is available immediately.

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.