

ASHEVILLE ART MUSEUM

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

Operations Assistant

Updated 9/12/2024

Organization

The Asheville Art Museum, established in 1948 by artists, 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 around the country and the world.

Position Description

The **Operations Assistant** is an integral and dynamic member of the Operations team, which supports the Welcome Desk, Museum Store, and exhibition halls. This position works with Gallery Assistants, 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 Head of Operations and works in close collaboration with the Operations Department.

Primary Responsibilities & Essential Functions (including but not limited to):

- Perform as an ambassador for the Museum by answering questions, providing assistance and wayfinding, and implementing visitor safety and building policies.
- Act as key holder with alarm codes to ensure the safety and security of the Museum by professionally responding to daily alerts and incidents.
- Assist Visitor Services & Volunteer Manager with collection of visitor and Member statistics, processing admission tickets and member admissions.
- Assist guests and visitors with Store purchases, answer product questions, and handle purchase transaction including new and renewing memberships.
- Conduct proper handling of cash and credit card transactions.
- Actively promote Museum membership, programs, and events.
- Assist Museum Store Associate to ensure Store appearance including cleaning, maintenance, and restocking of merchandise.
- Assist in the coordination of ongoing educational resources for Gallery Assistants and staff for new exhibitions, artists, and artworks on display in the Museum.
- Interact with the arts community and civic bodies as an advocate for the arts and the Museum.

Compensation & Requirements

This year-round, full-time position with full benefits may at times require a flexible schedule, accommodating programs and events, and after-hours work including weekends and evening hours. The regular work schedule is 32 hours Friday to Monday. The incumbent should have a valid driver's license and be able to stand, walk, lift items up to 30 pounds, handle technology and controls, use close vision, and communicate effectively. Hourly base compensation is \$16.00 to \$18.00 per hour depending on experience, plus paid time off, health insurance, and retirement benefits after required probationary period.

Education/Experience

The ideal candidate will have 1+ years' work experience in retail and customer services. Candidates must have excellent communication and computer skills; ability to maintain confidentiality and the highest standards of professional ethics and integrity; excellent Point-of-Sale and database management skills; ability to work independently, collaboratively, and efficiently; ability to multitask, prioritize, and find creative solutions in a fast-paced office environment.

To apply send resume, cover letter, and three references to mailbox@ashevilleart.org with "Operations 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.