

## **2022-2023 Museum Attendant Job Description** | student leadership position MassArt Art Museum

**Title:** Museum Attendant

**Supervisor:** Brian Hone, Student and Program Manager

**Department:** MassArt Art Museum (MAAM)

**Type of Position:** hourly, non-exempt, 1 academic year commitment, 2-shift minimum per week

**Compensation:** \$14.25/hr

**Number of Positions Available:** multiple

Leadership experience complements the academic curriculum at MassArt and empowers students to become more confident, engaged artists, designers and citizens. Students have the opportunity to apply for various paid positions to be held during their sophomore through senior years.

Student Leadership at MassArt is rooted in MassArt's Mission and Values and is essential to transforming MassArt's culture and community. All student leaders will be expected to uphold MassArt's missions and values as we work together to make MassArt a more equitable place to work, learn, live and make

### **Description of Position**

The Museum Attendant at MassArt Art Museum (MAAM) is the primary public-facing, front-line Museum representative at MassArt Art Museum and strives to create a welcoming and positive visitor experience for all Museum visitors. The primary responsibilities of the Museum Attendant are to:

1. Safeguard the artwork on view by proactively and courteously enforcing museum rules
2. Provide superior customer service in a welcoming and informative environment for visitors of all ages, backgrounds, and abilities.

Museum Attendants are required to work a minimum of 2 shifts (6-10 hours) per week during the museum's regular exhibition cycles, including some evening and weekend shifts preferred.

### *ELIGIBILITY*

The Museum Attendant program is open to undergraduate students at MassArt. Successful candidates for the Museum Attendant position are responsible, reliable, and willing to continually learn throughout the year. Art Education and Art History majors, as well as students with an interest in museum work and community engagement are strongly encouraged to apply.

This paid position is open to work study **and** non-work study applicants.

### **Additional Responsibilities:**

In the course of a typical shift, Museum Attendants are responsible for the following (but not limited to):

1. Providing superior customer service
2. Opening and closing the Museum on days MAAM is open to the public

3. Preparing the exhibitions for public engagement, including turning on and off displays
4. Basic gallery maintenance including cleaning and preventive conservation
5. Staffing the admissions desk; registering visitors using the Museums ticket reservation system, proactively and warmly welcoming Museum visitors; preparing visitors for successful Museum experiences
6. Monitoring Museum gallery, programming, and public spaces; proactively enforcing museum rules (such as no touching of art, no water bottles in galleries, no flash photography) and COVID-19 policies
7. Working to support special events at MAAM such as public Museum programs (Drawing Together, Make with MAAM, etc)

### **Learning Outcomes, Skills to be Gained, and Additional Benefits**

Over the course of the Museum Attendants time at MAAM, the MA will gain valuable hands-on professional experience and transferable skills in Boston's only free museum of contemporary art, preparing them for future work in museums or related spaces within the arts and culture field. Specifically, the Museum Assistant will be well versed in the following:

- Superior customer service skills including developing solutions to visitors' issues and creating a welcoming, friendly, and engaging museum experience
- Museum best practices and standards including courteously enforcing museum rules and maintaining gallery spaces
- Experience thriving in team setting, working closely with a large staff of more than 18 Museum Attendants
- Basic transferable professional skills such as time management/managing a work schedule, balancing multiple commitments as a busy college student, verbal and interpersonal communication
- Experience working in a professional setting as an integral part of a small, dynamic museum team

### **Additional Museum Attendant benefits include:**

- Structured orientation and onboarding program that prepares individuals to successfully execute the duties of a Museum Attendant
- Ongoing year-long training in the field of museum studies, facilitated by MAAM professional staff and other professionals in the Museum field.
- Access to the Museum's Student Recharge Area
- Potential to pursue additional paid opportunities at MAAM, including leading museum events and programs for the public with support from MAAM staff.

### **Additional Requirements**

Museum attendants must be able to remain alert for an extended period of time while visitors are in the museum.