Visitor Experience Gallery Attendant (Part-Time)
(multiple PT positions available $17/hour)

About The Museum of Art + Light (MoA+L)
www.artlightmuseum.org

Founded in 2021, and open to the public in fall of 2024, the Museum of Art + Light (MoA+L) is a contemporary art museum that explores the limitless convergence of visual art, the creative process and digital technology.

Our Mission—to bridge 21st century technology with the visual and performing arts to incite positive emotion, cultivate meaningful connections, encourage artistic exploration, and spark innovation.

MoA+L captivates audiences through the presentation of rotating exhibitions featured on three floors. MoA+L's exhibitions, whether displayed as physical fine art objects in an array of media, or as unique digital immersive experiences inspired by original works of art created by artists past and present, are shown together with narrative context and versatile arts-inspired programming. All exhibitions provide illuminating, multi-sensory experiences that connect and stimulate visitors—families, youth of all ages, artists, community partners, and educators alike to have conversation and make personal meaning.

Our Values—central to our mission is the promotion, understanding, and appreciation of the arts through educational experiences that foster self-reflection, enhance critical and creative thinking, produce emotional responses, promote well-being, and facilitate community and cultural partnerships.

Summary of Position
The Museum of Art + Light (MoA+L), located in Manhattan, Kansas, seeks several part-time individuals to fill the role of Visitor Experience Gallery Attendant. This role is a key "front of house" position and involves forming the public's perception of and experience with the museum. This role has a primary function of roving the galleries for the purpose of providing excellent customer service, being a friendly face in the galleries, and to ensure visitors have a safe and pleasant experience in the museum. This position is charged with monitoring artwork and the public for the purpose of safety and security. Part Time Visitor Experience Gallery Attendants may also be cross-trained to temporarily assist visitors at the front desk with admissions or membership sales if needed. Other duties (including surveying visitors or misc. tasks involving event set up, tear down or support) are assigned as needed. All Visitor Experience Gallery Attendants also receive information about exhibitions and artists and will be required to answer basic questions about the museum or direct visitors to staff or resources provide additional information. Visitor Experience Gallery Attendants will be trained and equipped to handle building emergencies with the assistance and support of senior staff and the Manager of Visitor Experience, Group Sales and Volunteers.

The VE Gallery Attendant is an hourly position, (hours will vary from 15 to 29 weekly), and each VE Gallery Attendant may be scheduled in a variety of stations per shift as rotation at the discretion of the Manager of Visitor Experience, Volunteers and Group Sales. This position encompasses safety, hospitality, and sales. Visitor Experience Ambassadors ensure that ALL museum visitors have a pleasant experience by being a welcoming, friendly and helpful presence at all times. This position is part-time with a flexible schedule, but staff in this position **must** be available to work Wednesday-Saturdays (between the hours of 9:30 a.m. and 5:30 p.m. and Sundays 11:30 a.m.-5:30 p.m. Some additional shifts may be available "after museum public hours" for scheduled public program events or private rental events. This position is an hourly non-exempt job and the total number of weekly hours will not exceed 29 hours per week.

Visitor Experience Gallery Attendants may be assigned other duties as directed during each shift which may include, but are not limited to: surveying visitors, data entry, and/or assisting with special event set-up or teardown of folding chairs/tables. All Visitor Experience Ambassadors must be computer literate—as under certain circumstances use of sales tools and a database system or other apps may be required to sell admission or enter data. The position involves sitting or standing for periods of time and walking/moving through gallery spaces.

Reports to: This position will report directly to the Manager of Visitor Experience, Volunteers and Group Sales who serves as the supervisor for all VE part-time team members. Senior leadership may also provide guidance during particular shifts if the Manager is not available. This position collaborates with Collections, Education, Exhibitions and Marketing. Visitor Experience Gallery Attendants work closely with supervisors and senior leadership to report suspicious behavior/and handle all visitor and building emergencies and monitor artwork while on the floor.

Requirements
Visitor Experience Gallery Attendants play a critical role in providing excellent visitor and customer service, assists with visitor safety/gallery security, and provides general museum support. This position requires professionalism, decorum, responsibility, a positive attitude, flexibility, punctuality, friendliness, and cooperation/collaboration with peers and supervisors.

Duties & Responsibilities:

- Monitors an assigned area of the Museum and stays constantly alert to protect visitors and artwork on display.
- Discreetly and non-intrusively monitors visitors in order to avoid damage (either intentional or accidental) to art, takes action and notifies managers and other senior staff of any potential problems or suspected issues immediately as needed.
- As a front-line “first impressions” representative of the museum, helps assure that visitors have a pleasant experience by smiling when seeing/greeting visitors, making eye contact and making visitors feel welcome.
- Courteously provides visitors with assistance, museum information and directions when needed.
- Tactfully and courteously explains policies when visitors are not complying.
- Handles admissions sales under certain circumstances in a professional and efficient manner and suggests cost savings of memberships and or other museum offerings when appropriate.
- Under certain circumstances, handles cash, checks, and/or credit card information and is responsible for making change, processing transactions correctly and skillfully.
- Provides “above and beyond” customer service.

- Controls access to galleries and monitors safety hazards.
- Reports visitor and artwork incidents immediately to security managers.
- Is familiar with the museum's emergency plan and evacuation procedures.
- Assists in opening and/or closing the museum galleries, cash drawers, and POS systems if required.

Protects artwork and people in the building (on property) and ensure property and people are safe and out of harm's way at all times.

Executes/implements policies and procedures outlined by the museum for the safeguarding of assets (physical and personnel).

- Performs other duties as directed.

Desired Qualifications, Experiences, Skills, and Abilities:

- The ideal candidate will possess excellent interpersonal and public relations skills and present themselves in a friendly, personable manner.
- Speaking to the public, greeting them and answering questions and solving problems is required.
- This position requires good hygiene--a neat, clean, and professional appearance is required at all times when working with the public in this position (a uniform and nametag is required and will be provided).
- An interest in learning and knowledge of contemporary art is helpful.
- The ability to sit or stand for long periods of time is required.
- Computer skills and/or using a keyboard, laptop, and/or screen are required.
- Good communication skills are required.
- An ability to remain alert and observant at all times is required.
- A high school diploma is required. Additional education is desired.
- Previous work experience in customer relations is required. Experience with sales and/or using POS systems and databases is desired.
- An ability to foster trust and keep sensitive museum information confidential is required.
- Must be self-aware, self-regulated, motivated, and empathetic.
- Flexibility on the job and the ability to trouble shoot is required.

To be considered for this opportunity, submit a resume and cover letter to lrowell@artlightmuseum.org

Submission Deadline: This job listing will remain open until the first interview phase is complete or until enough qualified candidates have been identified. Multiple part-time positions exist in this role in the museum. NOTE: Incomplete application materials may not receive full consideration for the position.

Physical Job Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires the ability to move, stand, sit, and or lift small objects. Performing the duties of this job, the employee is regularly required to perform semi-skilled movements such as the operation of a computer keyboard, telephone, calculator, paper cutter, and other office equipment. The employee is regularly required to exert light to medium physical effort in work involving lifting, carrying, pushing, walking and/or standing for prolonged periods of time, reaching with hands and arms, climbing, balancing, stooping, kneeling, crouching, or crawling. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities require close vision, color vision, and the ability to adjust focus.

Salary Range: $17/hour as scheduled. (Range of Annual Salary=$11,700-$23,400 working between 15-29 hours weekly). Working shifts will be scheduled Wednesday-Sunday between the hours of 9:00 a.m. and 6:00 p.m. Some evening shifts for special scheduled events may exist.