



Title: Gallery Assistant	Grade: 2
Reports To: Guest Services Manager	Department: 80-000

JOB SUMMARY:

The Gallery Assistant primarily provides high quality customer services to Discovery Lab visitors, in a fast-paced environment, including ticket-selling, greeting and providing information; and assists the floor educator in interpretive programming for the visiting public, including schools, families, children, and adults. The Gallery Assistant will provide casual interpretative experiences for these audiences.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES:

- Welcome visitors at the front desk—first point of contact (including by telephone)—and provide accurate information regarding Discovery Lab’s activities, events, and attractions.
- Use the computer ticketing system with speed and accuracy to sell admission tickets.
- Greet large groups upon arrival and facilitate their visit to Discovery Lab
- Practice prescribed cash handling procedures.
- Presents educational programs to museum visitors. Roles include, but are not limited to: exhibit interpretation, pop-ups, and birthday party facilitation.
- Maintains a safe and secure environment for guests and staff.
- Maintains integrity and appearance of Discovery Lab’s exhibits and public spaces on a daily basis.
- Helps with general educational and interpretative programming
- Assumes tasks and responsibilities as assigned by the Guest Services Manager.
- Participates in education events, such as community events and volunteer training.
- This position is **non-exempt, paid** **hourly** exempt salaried
- This position is regular full-time **regular part-time** On-Call Special Project, scheduled for **less than 30** hours/week.

Working Conditions:

- Physical Demands: 20 % Sitting 70 % Standing 10 % Lifting/Carrying/Pushing/Pulling 30 Pounds

KNOWLEDGE/SKILLS/ABILITIES:

- Ability to follow basic instructions.
- Strong customer service skills.
- Professional communication skills, both written and oral.
- Good attention to detail.
- Visual, perceptual, cognitive and judgment ability in order to recognize and respond appropriately to safety and security issues

EDUCATION & WORK EXPERIENCE:

REQUIREMENTS:

- High School diploma or equivalent combination of experience and education.
- Working knowledge of computers, cash register systems and/or ticketing systems
- Minimum 6 months of customer service experience.

PREFERENCES:

- Fluency in a language in addition to English to support Discovery Lab’s accessibility mission and objectives
- Experience working with volunteers



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ADDITIONAL REQUIREMENTS/PREFERENCES, INCLUDING LICENSES AND CERTIFICATIONS:

REQUIREMENTS:

- Pre-employment and/or pre-duty checks, such as criminal background check, alcohol and drug test, and reference checks

Note: This position description is representative of the major position requirements and is not intended to be all inclusive.

Created by: Ray Vandiver
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