

# Visitor Services Staff

## Position Overview

The MIT List Visual Arts Center is the international, contemporary arts museum located on the MIT Campus in Cambridge, Massachusetts. The List Center is seeking to hire Visitor Services Staff to work in the museum's galleries. This position requires excellent communication skills, ability to multitask, schedule flexibility, physical stamina, proficiency with audio visual and computer equipment, ability to maintain the safety of the artwork and security of the galleries, and ability and willingness to work outside of gallery hours for events and meetings on an occasional basis.

## Principal Duties and Responsibilities

- Providing a welcoming experience for List Center's visitors
- Safeguarding all artworks, ensuring that visitors adhere to established protocols to protect the artworks from damage
- Maintaining security of the galleries
- Opening and closing the exhibition each day
- Operating technical elements of the exhibition
- Attendance tracking
- Orient visitors at welcome desk e.g. check bags and umbrellas, provide gallery guidelines, direct campus visitors
- Provide information regarding the List Center's permanent collection, as well as art and architecture maps
- Provide visitors with educational resources when appropriate
- Attend exhibition trainings, technical walkthroughs, and customer service trainings
- Attend quarterly staff meetings
- Available to work exhibition openings, special events, Student Loan Art Program, and other outside normal hour occasions
- Keep gallery desk and surrounding areas clean and tidy
- Execute catalog sales, maintain cash box and sales receipts
- Willing to help with occasional office tasks, such as mailings, etc.

## Supervision Received

- All gallery matters are overseen by the Visitor Services Supervisor
- Technical matters are overseen by the Gallery Manager

- All matters regarding the security of the artwork and galleries are supervised by the Registrar and the Gallery Manager. Visitor Services Supervisor should also be notified.

## Education/Qualifications/Skills and Knowledge

- Excellent Interpersonal and Communication Skills
- Knowledgeable about contemporary art
- Technical proficiency with audio visual equipment and various media
- Ability to maintain full attention in all gallery environments, including challenging light and sound conditions
- Ability to maintain a stationary position for prolonged periods of time
- Ability to move objects up to 25 pounds
- Ability to put 10 pounds of force in pushing, pulling, and locking

## Additional Qualifications and Skills

- Must adhere to a dress code
- Must be flexible with requests from co-workers, including shift coverage
- Must be able to multitask and problem solve
- Must familiarize oneself with the MIT Campus, the List Center's exhibitions, permanent and outdoor collections
- Must familiarize oneself with MIT's policies, with particular emphasis on accessibility and non-discrimination
- Must have strong customer service skills