

Job Description: Visitor Services Staff

Department/School:	MIT List Visual Arts Center
Official Job Title / Job Code:	Gallery Attendant 1
Position Title:	Visitor Services Staff Member
Payroll Category:	Support Staff
Pay Range:	\$21.97 - \$25.60
Normal Work Week:	18 hours per week
Supervision Received:	Visitor Services Supervisor, List Visual Arts Center
Supervision Exercised:	None

Working at MIT offers opportunities that just aren't found anywhere else, including generous and unique benefits that help to ensure that MIT employees are healthy, supported, and enjoy a fulfilling work/life balance. [Discover more about what it's like to work at MIT.](#)

We welcome people from all walks of life to bring their talent, ideas, and experience to our community. We value diversity and strongly encourage applications from individuals from all identities and backgrounds – like yours. If you want to be part of our exceptional, multicultural, collaborative, and inclusive community, then take a look at this opportunity.

Position Overview

The MIT List Visual Arts Center is the international, contemporary arts museum located on the MIT Campus in Cambridge, MA. The List Center seeks part-time visitor services staff to provide a welcoming and positive experience for visitors.

Responsibilities include greeting, assisting, and providing general and exhibition-specific information to visitors; ensuring that visitors adhere to established protocols; safeguarding/protecting artwork; operating technical elements of the exhibition; attending exhibition and customer service trainings and technical walkthroughs; maintaining the gallery and desk areas; tracking information gathered during daily operations; occasional light clerical tasks; and working exhibition openings, special events, and other occasional evening events.

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—ex. 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 & Weekend Shift Lead
- 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

Requirements

High school diploma or its equivalent; excellent interpersonal communication, customer service, and presentation skills; experience working with the public in-person; technical proficiency with audiovisual equipment and various media; an interest in contemporary art; and ability to maintain a stationary position for prolonged periods.

The schedule for the position is to from 11:30-6:30PM Friday, Saturday, and Sunday with flexibility on opening and closing hours depending on technical needs of exhibitions. This position will include working occasional daytime/weekday trainings and evening events.