



Portland Art Museum Position Description

Job Title:	Gallery Attendant
Department:	Volunteers
Reports To:	Security
FLSA Status:	Unpaid Volunteer
Hours:	1 st Thursday nights, Friday nights, and Weekend Shifts

PRIMARY PURPOSE

The primary purpose of the Gallery Attendant is to set the tone of the museum being a welcoming, informative, and friendly space for all visitors. The Gallery Attendant helps to direct exhibition visitor traffic in the galleries.

ESSENTIAL FUNCTIONS

- Act as a welcoming informative presence in the exhibit
- Provide guests support with navigation through the museum campus
- Accurately answer questions and disseminate museum policy for guests
- Assist with crowd control when necessary
- Work with Museum security staff to preserve the integrity of the artwork by reporting gallery conditions that may be hazardous or impact the the quality of the visitor experience and as needed asking visitors to refrain from touching artwork

ADDITIONAL JOB FUNCTIONS

All volunteers are expected to provide exceptional customer service in daily face-to-face interaction with Museum visitors. Volunteers are required to represent the Museum in a consistently positive, professional, and approachable manner at all times.

JOB QUALIFICATIONS

- Outgoing, friendly, customer service oriented personality
- Exhibit confidence when disseminating museum policies and information to guests
- Ability to stand for 3 hours at a time, accommodations can be made
- Must have excellent attendance and be available to work a consistent schedule
- Adapt in diverse situations under pressure and able to take direction from management
- Ability to exercise initiative and good judgment at all times.
- Ability to use tact and diplomacy when interacting with guests, when resolving issues, and executing museum policies and procedures
- Maintain professional appearance, business attire, and demeanor

Note: This job description is not intended to be all inclusive. Employee may perform other related duties as directed to meet ongoing need of the organization.



PORTLAND ART MUSEUM
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