



POSITION DESCRIPTION

Patron Services & Gallery Attendant – Part Time

The Patron Services & Gallery Attendant (PSA) for the **Canton Museum of Art** (CMA) ensures that all patrons are welcomed to the Museum by providing the highest standards of customer service, and provides a safe, secure environment for the Museum's exhibits and collections, as well as members, visitors, volunteers and staff. Responsibilities include opening, closing, and securing the Museum; greeting and welcoming visitors; collecting admission fees; verifying membership status; monitoring galleries against theft and damage; registering visitors for classes and events; and answering visitor questions regarding the Museum's collections, exhibitions, events, and facilities, including restaurants and locations of other galleries and shops in the Canton Arts District. This position also assists with maintaining, selling, and inventory of merchandise from the Museum Shop.

Primary Responsibilities:

Museum Security:

- Open the Museum, galleries, classrooms, and other public areas upon arrival as required. Close and secure galleries, classrooms, public areas, and Museum (points of entry, exit, and interior areas) if working an end-of-day shift.
- Ensure that all alarm systems, security systems, and electronic surveillance and recording systems are properly set and disarmed daily, according to operating procedure.
- Make regular checks on the condition of works on exhibit; reports any changes in the condition of the artwork to the Curatorial Department. Ensure that the art in the galleries or lobby area is not touched or damaged in any way.
- Monitor visitor activity in the galleries via electronic surveillance cameras, art alarms, and circulation as required through galleries to deter acts of vandalism, theft or negligence and ensure the safety and positive experience of all visitors.

Visitor / Patron Experience:

- Greet and welcome visitors to the Museum and provide a warm, friendly environment to enjoy art. Treat the public with courtesy and respect. Resolve general issues on site.
- Sell gallery admission tickets via ticketing system, and using appropriate discounts and membership benefits in transactions. Verify membership status of visiting members from CMA and from Ohio reciprocal museums.
- Collect visitor demographic information and keep daily shift attendance count, entering as appropriate into the CMA database.

- Actively promote and explain benefits of Museum Membership. Encourage visitors to become members by creating a welcoming and engaging environment.
- Proactively seek and obtain information regarding Museum policies/promotions, activities and events through the Museum website, social media, and magazine in order to provide a high level of customer service and promote information to visitors.
- Provide information for visitors interested in other Canton Arts District / Downtown Canton area attractions and venues.
- Register visitors for Museum classes through the Point of Sale software, and provide information about classes offered.
- Sell tickets to Museum events when applicable.

Museum Shop:

- Ensure that the Museum Store is neat and orderly at all times. Dust all displays. Inform Museum Shop Coordinator when products require restocking or are running low.
- Complete sales transactions with visitors. This includes greeting each customer, suggestive selling of merchandise, and answering customer questions.
- Assists with quarterly and annual inventory in the Museum Shop.

General:

- Handle cash, credit card, and related paper transactions.
- Assist Administrative and Gallery staff with deliveries check-in and receiving.
- Other duties as requested by the Patron Services Coordinator or Executive Director.

Position Details:

- Part-time, Non-Exempt (may include weekend & evening hours)
- Museum Hours: Shifts split for morning and evening hours based on . . .
 - Tuesday – Thursday: 10am – 8pm
 - Friday – Saturday: 10am – 5pm
 - Sunday: 1 – 5pm
 Days and Times may change depending on meetings and events scheduled at the Museum. A monthly schedule will be provided to each PSA two weeks before the beginning of the month.
- Compensation: Hourly; Based in part on qualifications and experience.

Qualifications / Desired Skills & Experience:

- High school diploma or GED required. Bachelor's preferred.
- Minimum 2 - 3 years experience in a customer service related field, including retail.
- Prior experience and/or training in security operations desired, but not required.
- Outgoing and friendly personality—enjoy working with the public and meeting new people.
- Exceptional verbal, written, and presentation skills for communicating with the public.
- Positive, team attitude, attention to detail, and ability to work well under pressure with crowds.
- Resourceful, solution oriented, capable of thinking and working independently.

- Proficiency with computers, Windows / MS Office, and other technology (iPad, Square); ability to learn point-of-sale software.
- Be willing to attend Museum-sponsored events after hours and on weekends.
- Be willing to work a flexible schedule, including nights, weekends, and holidays.
- Must pass a security background check with no past criminal record.
- Appreciation and understanding of the value of art and museums is desired.

About the Canton Museum of Art:

The Canton Museum of Art (CMA) is one of Ohio's premier museums for an exceptional visual arts experience, attracting thousands of visitors each year. CMA is recognized for powerful national touring exhibits; dynamic museum-original exhibits; an unrivaled Permanent Collection of American watercolors and contemporary ceramics; and innovative education outreach programs, in-museum classes, and workshops serving thousands of children and adults each year.

The Canton Museum of Art is an Equal Opportunity Employer.

Revised:

July 2017 • Adapted from American Alliance of Museums