



Job Description

Job Title: Museum Host/Guard	Updated: January 2022
Department: Operations + Community Engagement	FLSA Status: Non-Exempt
Reports to: Senior Museum Host/Guard & Administrative Coordinator; Museum Host/Guard Lead; Deputy Directors by Assigned Department	Part-Time

Job Summary:

The Museum Host/Guard is a highly visible, front-facing, customer service-oriented position at the Taubman Museum of Art, ensuring that visitors to the Museum have a positive experience while maintaining a safe environment for both the artwork on view and the people.

Primary duties fall during public hours or private/fundraising events when the Museum is not open to the public and include but are not limited to protecting the artwork, answering questions, enforcing rules, monitoring for suspicious behavior, providing assistance, engaging visitors in casual conversations about works of art, filling out incident reports as appropriate, and working closely with the Security Team and Community Engagement Team to properly open/close front of house and the facility.

This is a part-time position that primarily sees an alternative schedule of Friday - Sunday (all open museum hours) with work on late evenings, weekends, special events, and holidays as coverage requires.

Job Duties and Responsibilities:

- Engage, communicate effectively with, and demonstrate openness and respect for diverse groups and individuals, providing excellent customer service at all times
- Warmly greet all visitors, including opening the main entrance for visitors as they enter and exit
- Ensure the security of the artwork on view by enforcing Museum rules and regulations in public areas, which include, but are not limited to:
 - a. Backpacks and umbrellas are not allowed on 2nd floor
 - b. Food/drink is not allowed on 2nd floor and in Art Venture
 - c. Weapons are not allowed in the building
 - d. Only service animals are allowed in the building
 - e. Children under 13 must remain with an adult 18+
- Report artwork inconsistencies or damage immediately to the Senior Museum Host/Guard & Administrative Coordinator, the Museum Host/Guard Lead, and the Security Team.

- Make regular rounds through assigned galleries to monitor artwork, visitors, and the facility; answer questions, enforce rules, and act as an ambassador for the Museum
- Lead and engage in conversation with visitors about the Museum and its collections, including special exhibitions in the galleries assigned as to protect the artwork
- Study wall labels, listen to audio guides, read provided materials to become knowledgeable about works on view in order to answer guest questions; seek out information from Senior Museum Host/Guard & Administrator Coordinator, as necessary, to remain as knowledgeable as possible
- Monitor visitors' behavior and report any unusual behavior to supervisor and Security Team
- Ensure visitor safety in the case of an emergency and complete incident/injury reports as needed
- Administer exit surveys to visitors when requested
- Attend training sessions and continue to learn about the collection and exhibitions, as well as safety and Museum policies and procedures
- Support Museum events and rentals through thoughtful, friendly guest customer service; provide set-up/tear-down of chairs and tables as needed
- Maintain organization and cleanliness of 1st Floor Welcome Desk, Atrium, Coatroom, Café Area & Atrium Space, Museum Shop, Art Venture, and 2nd Floor Welcome Desk
- Assist with facility readiness for visitors, assist with taking the TMA flags in/out at open and close, monitor the Museum Store, and assist behind the 1st Floor Welcome Desk and 2nd Floor Welcome Desk when trained to do so (which includes, but is not limited to opening/closing the registers, selling exhibition tickets, and selling Museum Shop merchandise)
- Assist with other duties as assigned including but not limited to assembling art kits, Brush Pals activities, make and take materials and other tasks

Required Education Experience:

High School diploma or equivalent and 1-2 years of customer service experience are required. Must have a pleasant demeanor and a genuine interest in communication with members of the public and providing assistance to visitors. Knowledge or interest in art is preferred. Must have basic computer skills, technical aptitude is strongly preferred, so as to assist visitors with various interactive technology.

Working Conditions:

During Museum hours, Museum Hosts/Guards will rotate on a pre-determined schedule to various zones throughout the day. Requires constant standing and walking throughout the day and constant interaction with the public. Will be required to continually search for additional knowledge about our collections and special exhibitions. Must attend weekly training sessions.

Physical Demands and Work Environment:

Must be able to see, hear, and communicate effectively with visitors. Must be able to speak English clearly, and bi-lingual skills are a plus. Must be able to stand and walk during up to eight (8) hour shifts with minimal rest breaks, or longer with events and/or rentals. Must be able to occasionally lift and/or move up to 50 pounds unassisted.

Must have use of hands and fingers to use computers and assist visitors. Must be able to occasionally stoop, crouch, kneel, climb, balance and crawl as needed. Must be able to work in a moderate to high noise level work environment.