



<b>Job Title:</b> Museum Host	<b>Updated: December 2019</b>
<b>Department:</b> Operations	<b>FLSA Status: Non-Exempt</b>
<b>Reports to: Human Resources and Museum Host Manager</b>	<b>Overtime Eligible</b>

**Job Summary:**

Ensures that visitors to the Taubman Museum of Art have a positive experience while maintaining a safe environment and protecting the Museum’s art collection and loans. This includes answering questions, enforcing rules, looking out for suspicious behavior, providing assistance, and engaging visitors in casual conversations about works of art. This is a part-time position that is an alternative schedule of Wednesday – Sunday (all open Museum hours) with work on late evenings, weekends, special events, and holidays as coverage requires.

**Job Duties and Responsibilities:**

Visitor Engagement

- Works with and communicates effectively with diverse groups and individuals providing excellent customer service each and every day.
- Warmly greets all visitors, including opening the main entrance for visitors as they enter and exit.
- Supports Museum events and rentals.
- Makes regular rounds through assigned galleries to monitor visitors and the facility, answer questions, enforce rules, and act as an ambassador for the Museum.
- Leads and engages in conversation with visitors about the Museum and its art collection, including special exhibitions. Obtains information from others within the organization, as necessary.
- Sells, collects tickets and welcomes guests at Welcome Desk on 2<sup>nd</sup> floor
- Monitors visitors’ behavior and reports anything unusual to his/her supervisor.
- Examines visitor packages/bags that may affect the galleries and offers locker options.
- Ensures the security of the art collection by enforcing Museum rules and regulations in public areas. Reports inconsistencies or damage immediately and completes incident reports.
- Ensures visitors’ safety in the case of an emergency and completes incident reports.
- Administers exit surveys to visitors when requested.

- Promptly reports hazards and suspicious activity to his/her supervisor.
- Attends training sessions and continues to learn about the collection and exhibitions, safety procedures, and art handling procedures.
- Maintains organization and cleanliness of Visitor Services Information Desk, Atrium, Coatroom, Café area & Atrium Art Space, 2<sup>nd</sup> floor galleries and resource lounge, and shop area.
- Performs other duties as assigned or required.

**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 technologies.

**Working Conditions:**

During Museum hours, Gallery Hosts 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 the collections and special exhibitions. Must attend weekly training sessions and other sessions as assigned.

**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 up to eight (8) hour shifts with minimal rest breaks. 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.