

Position: Museum Assistant

Department: Operations

Supervisor: Director of Operations

Status: Part time

Pay: \$12 an hour

To apply: Email your contact information and resume to randi.hooks@albanymuseum.com

Job Summary:

A museum assistant is an entry-level position that is especially valuable to those wanting to gain broad museum experience. You will perform critical administrative tasks for the museum, such as answering the phone, greeting and welcoming guests and answering their questions, and responding to emails. Other duties you may be asked to perform include monitoring exhibitions, providing security services when needed, helping staff install and deinstall exhibitions, setting up and breaking down events, and helping with touring schools and groups. While you perform tasks necessary to the operation of the museum, you also will gain insight and experience in a number of museum departments.

Museum Assistant duties:

- Performing various administrative tasks for the AMA (warmly greeting visitors, answering visitors' questions, maintaining internal records of visitors' visits (such as number, ages, zip codes, demographics), answering calls and emails, communicating with senior staff and colleagues, compiling reports and memos, developing and distributing internal communications, etc.)
- Monitoring exhibitions and providing security services when necessary
- Helping staff install and deinstall exhibitions
- Assisting staff in setting up and breaking down events
- Answering questions for museum visitors and conducting tours of the museum
- Occasionally assisting with classroom activities and museum programming
- Representing the museum in a positive and professional light and serving as a strong advocate for the museum at all times

Qualifications:

- Some college preferred
- At least one year of customer service experience
- Demonstrated understanding of good customer service
- Excellent written and verbal communication skills
- Strong organizational skills and attention to detail
- Schedule flexibility to work nights, weekends, and holidays when needed

- Demonstrated ability to work well with co-workers, volunteers, and the general public
- Ability to handle multiple tasks simultaneously and effectively
- Ability to engage with visitors so they feel welcome in the museum
- Must be at least 18 years old
- Must possess a valid driver's license and auto insurance
- Physical requirements/ working conditions:
 - Lift up to 25 pounds
 - Exert up to 50 pounds of force
- The majority of the work is conducted within an indoor, office setting; however, on occasion, work is performed outside.