

MARIE SELBY BOTANICAL GARDENS



Position Description

Position: Lead Gallery Attendant – *Tiffany: The Pursuit of Beauty in Nature*
Reports to: Associate Director of Museum Exhibitions and Assistant Curator
Status: Seasonal, Part-time / Non-Exempt
Schedule: Every Saturday and Sunday beginning February 12 – June 25, 2022

POSITION SUMMARY

The lead gallery attendant is responsible for ensuring an exceptional museum guest experience including supervising volunteer docents, informing guests about the exhibit, assisting security in the monitoring of the museum galleries, controlling visitor traffic and maintaining any relevant safety protocols.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsibilities include, but are not limited to the following:

- Assist Volunteer Docents in monitoring the Museum galleries
- Coordinate and control visitor traffic in the Museum
- Consistently provide quality interactions with guests in an accurate, friendly and efficient manner
- Orient visitors to the Museum, answer general inquiries, provide basic information and direct patrons to the correct Museum individuals or departments for further information
- Be knowledgeable of the Gardens events, procedures and policies and communicate them to the public as necessary.
- Ensure Selby Gardens' COVID-19 safety precautions are being taken

Other duties as assigned

EDUCATION AND EXPERIENCE

- High School or equivalent degree preferred
- Previous customer service or guest relations experience required
- Interest and knowledge of art history is helpful

QUALIFICATIONS

- Excellent interpersonal and guest relations skills with a friendly, personable manner
- Strong verbal communication skills
- Ability to proactively interact with visitors and provide information to guests
- Ability to stand for long periods of time

EXCELLENT INDICATORS OF A SUCCESSFUL SELBY GARDENS' TEAM MEMBER INCLUDE

- Strong work ethic
- Continuous and eager learner
- Actively lives and communicates the mission of Selby Gardens
- Passion to deliver exceptional service to internal and external customers through attention to detail and innovative methods of saying “thank you”
- Regularly offer innovative approaches to old concepts
- Flexibility and ability to switch gears when needed
- Resourceful, creative, and an initiative taker
- Assumes the best of others
- Approachable, kind, and compassionate
- Genuine authenticity

DIVERSITY AND INCLUSION STATEMENT:

Marie Selby Botanical Gardens is committed to fostering, cultivating, and preserving a culture of diversity and inclusion. Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our employees invest in their work represents a significant part of not only Selby Gardens' culture, but our reputation as well.

We embrace and encourage our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our employees unique.