

Lehigh University Art Galleries
Visitor Experience Assistant

Lehigh University Art Galleries (LUAG) seeks a hardworking and responsible Visitor Experience Assistant to join our team. The purpose of this role is to assist LUAG by offering exceptional customer service to guests as well as completing administrative tasks and other duties as assigned. Candidates do not need to possess extensive background knowledge in art but a love of art is a plus. The Visitor Experience Assistant will provide staff coverage for the LUAG Main Galleries located in the Zoellner Arts Center on Tuesday or Thursday evenings, Saturday afternoons, and occasional Sundays and additional shifts as needed.

Applicants must have excellent customer service experience and provide warm, enthusiastic, informative, and friendly service to gallery visitors.

RESPONSIBILITIES:

- Greets visitors and responds to in-person, phone, and email inquiries from the public about LUAG exhibitions, programs, facility rentals, and education programs
- Provides administrative support to LUAG programs as needed.
- Assists with set up equipment and provides staffing for LUAG and ZAC programs and facility rentals as needed.
- Maintains security of the art galleries, including opening and closing of the main galleries.
- Keeps the front desk area stocked (postcards, brochures, etc) and organized; assists with maintaining inventory of LUAG publications and promotional materials
- Occasional day of event management, both LUAG and ZAC events
- Occasional attendance at weekly LUAG and ZAC meetings (as needed)
- Assists the Curator of Education and Coordinator of Visitor Experience and Access during Community Outreach and Family Day Programs
- Assist with research of collection and updating website information
- Provides orientation and information for K-12 school groups and college or adult tours as needed.
- Additional weekly front desk coverage as needed

QUALIFICATIONS

- A High School diploma or GED preferred.
- 6 months working or volunteering in a highly customer-oriented service environment required, 1 year preferred
- Must demonstrate good interpersonal and communication skills and have demonstrated experience working with a diverse population
- Superior attention to detail is required
- Displays courteous and friendly demeanor; demonstrated experience directing and assisting guests
- Demonstrated experience using computers

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

ADDITIONAL QUALIFICATIONS

- This is a flexible 0-25 hour workweek position and requires being available to work weekdays, evenings, weekends and holidays with an average of 15 hours per week.
- Previous museum or community center experience, graphic design skills and additional language skills (Spanish, Mandarin, or Arabic) are a plus.
- Lehigh University Art Galleries is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, color, age, sex, religion, national origin, disability, veteran's status, sexual orientation, or gender identity/expression.