



Lehigh University Art Galleries

## **Visitor Experience and Education Assistant**

Lehigh University Art Galleries (LUAG) seeks a friendly, dependable, and enthusiastic Visitor Experience and Education Assistant to join our team. This part-time hourly position supports daily gallery operations by providing exceptional customer service, assisting visitors, completing administrative tasks, and supporting museum education and public programs as needed.

Candidates do not need an extensive background in art or museums, but a love of art and community engagement is a plus. The assistant will primarily staff the LUAG Main Galleries, which are located in the Zoellner Arts Center, on Tuesday late afternoon/evenings, bi-weekly Saturday afternoons, and occasional additional shifts as needed on Fridays and Sundays.

### **RESPONSIBILITIES:**

#### **Visitor Experience**

- Welcome visitors and respond to in-person, phone, and email inquiries from the public about LUAG exhibitions, programs, facility rentals, and educational offerings.
- Collect visitor information and assist with the maintenance of attendance records that contribute to annual reporting and evaluation.
- Maintain the security of the galleries, including opening and closing procedures.
- Keep the front desk organized and stocked with brochures, exhibition materials, and promotional resources.
- Work with student staff to schedule front desk coverage and provide additional front desk support as needed.

### **Administrative Support**

- Provides administrative support to LUAG exhibitions, programs and events.
- Assists with the setup of equipment (tables, chairs, speaker system) and provides staffing for LUAG and Zoellner Arts Center (ZAC) events and facility rentals as needed.
- Assist with inventory of publications, gallery materials and visitor resources.
- Attend LUAG and ZAC staff meetings as needed.
- Assist with collection research and updating the website and Bloomberg Connects content.

### **Museum Education and Public Programs**

- Assist the Curator of Education and the Coordinator of Visitor Experience and Access with community programs and educational events.
- Provides orientation and information for K-12 school groups and college or adult tours as needed.
- Lead gallery experiences or tours following appropriate training.
- Assist with educational materials, hands-on activities, and special projects as needed.

### **QUALIFICATIONS:**

- Availability to work evenings and weekends, depending on program needs.
- A High School diploma or GED is required.
- At least 6 months to 1 year of experience working or volunteering in a customer service or public-facing environment.
- Must demonstrate good interpersonal, communication, and organizational skills.
- Demonstrated experience working with diverse audiences.
- Superior attention to detail is required
- Displays a courteous and friendly demeanor; demonstrated experience directing and assisting guests; excellent problem-solving and customer service skills

- Demonstrated experience using computers and proficiency in Microsoft Office, Google Suite, and Canva.
- Experience and ability to work both collaboratively and independently in a dynamic team environment, multitask, and adhere to deadlines.
- Reliable transportation to and from the place of employment.

*The following experiences and skills are considered assets but are not required. We welcome applicants with a strong interest in museums, education, and community engagement, and we are committed to providing training to help staff grow in these areas.*

- Fluency in Spanish, Mandarin, or Arabic, or other languages, is highly desirable.
- Experience or interest in museum education, teaching, or public programming is a plus.
- Graphic design, photography, or social media experience is a plus.

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

**Pay Rate: starting at \$18.00 per hour**

Tentative Schedule:

- **Tuesdays or Thursdays: 2:30–7:30 p.m.**
- **Biweekly Saturdays during the academic year (August - May)**
- **Fridays: 9:00 a.m.– 5:00 p.m.**
- Additional evening, weekend, and holiday hours as needed
- Flexible winter and summer hours during holiday and summer breaks

This is a part-time hourly position averaging approximately 13 hours per week with a maximum of 18 hours(hours varying based on gallery operations, programs, and events). Applicants should have flexibility to work evenings and weekends.