



**THE AFRICAN AMERICAN MUSEUM IN PHILADELPHIA**  
**JOB DESCRIPTION**

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**POSITION TITLE:** GALLERY GUIDE  
**DEPARTMENT:** VISITOR SERVICES  
**POSITION REPORTS TO:** VISITOR SERVICES MANAGER

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**POSITION SUMMARY:**

The Gallery Guide reports directly to the Visitor Services Manager. This position includes greeting and providing customer service to all Museum visitors, responding to inquiries, monitoring the galleries and safety of the visitors and art. This position conducts educational tours with school age children and adults. In addition, the Gallery Guide assists the Visitor Services Department with special events.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**VISITOR SERVICES**

- Greet and assist visitors during their visit to the Museum
- Engage visitors by answering routine visitor questions about Museum floor plan, general exhibits, Museum programs, ect.
- Sell and renew Museum memberships and Museum store merchandise
- Assist in conducting customer satisfaction surveys
- Provide visitor and other feedback to staff
- Attend required lectures, talks and staff meetings and trainings
- Assist with special events: greeting visitors, set up and break down of tables, chairs and food services. Special events include, but are not limited to: movies, concerts, lectures, dances, fashion shows, and special interest meetings, etc.

**SECURITY & MAINTENANCE**

- Assist Museum staff in maintaining a presence within the Museum galleries
- Ensure that visitors observe Museum rules and policies
- Assist in securing the galleries and artwork; patrol the Museum galleries to ensure security and the prevention of unauthorized entry
- Confirm that all visitors have departed at closing time
- Assist staff in maintaining overall condition of the galleries
- Assist in maintaining a clean facility which includes: visitor services area, Museum store and bathrooms
- Assist during emergencies by conducting CPR and assisting in emergency evacuations

**EDUCATION**

- Conduct tours for school age children and adults. Answer questions and provide relevant information to visitors
- Attend trainings for education, exhibitions and programming



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**QUALIFICATIONS, SKILLS AND ABILITIES REQUIRED:**

Education/ Experience Required:

- Associate Degree
- Four or more years experience in an office environment
- Customer Service experience required

Skills and Abilities Required:

- Strong speaking, and interpersonal skills
- Excellent skills in data entry, filing and maintenance of filing systems, use of basic office machines (copier, fax, voice mail, phone systems, scanner, computer)
- Knowledge of computers, particularly word processing and data management – Microsoft Office (Word, Excel and Outlook)
- Ability to work some evenings, weekends, holidays and special event hours.
- Proficiency with all office procedures and equipment
- Ability to work independently, confidentially and within deadlines
- Ability to interact with the public and staff in a positive, enthusiastic manner

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:**

Must be able to remain in a standing or stationary position for extended periods of time operating a computer and other offices productivity devices such as a calculator, telephone, and copy machine. Must be able to adapt to high pace environments occasionally moving/lifting light weight equipment and other work-related objects up to 25lbs. May have to work late nights, weekends and in outdoor weather.

Expected hours: 37.5 per week

Please send your resume, references and cover letter to [hr@aampmuseum.org](mailto:hr@aampmuseum.org)