

## Gallery Attendant

The Boston Society of Architects/AIA and the BSA Foundation seek a gallery attendant to provide information and customer service to BSA Space visitors and BSA members. The BSA Space gallery is normally open seven days per week, 7-8 hours per day. Gallery coverage will be shared amongst a staff of 2 to 3 attendants. Gallery attendants will be expected to work a minimum of 16 hours/week or up to 30 hours/week depending on gallery needs. Weekend and holiday coverage will be required. The gallery attendant will report to the Exhibitions and Communications Manager and will manage a number of independent tasks as well as work in collaboration with the exhibitions, communications, and facilities team.

Regular tasks may include:

### Visitor Services

- Staff either the 1st floor information desk, or 2nd floor gallery, as assigned, while on duty
- Proactively greet and engage gallery visitors
- Handle gallery and other customer service inquiries in person, by phone and e-mail
- Provide information to visitors about BSA Space and the BSA mission and programs
- Provide information to visitors about the Fort Point neighborhood and Boston at large
- Make periodic daily walk-throughs of the gallery to check in with visitors and monitor exhibitions
- Provide brief gallery tours, as well as longer scheduled group tours
- Sell tickets and check in guests for tours, events, and programs
- Track gallery and program attendance and maintain logs
- Assist in the marketing of BSA Space, including obtaining visitor email addresses and occasional social media promotion

### Operations

- Execute opening and closing procedures for BSA Space gallery and ensure that all exhibitions including AV and computer equipment, are operational for 10am opening
- Assist with general upkeep of galleries and other public areas of BSA Space, including monitoring and routine troubleshooting of exhibition elements
- Occasional coverage at BSA events (greet and direct patrons, help with registration, etc.)
- Maintain adequate supplies of brochures and other supplies
- Provide backup assistance as needed to the 2nd floor reception desk including answering and transferring phone calls
- Assist staff colleagues on projects and assignments as needed, including mailings and data entry
- Advise supervisor regarding enhancements to gallery operations and procedures
- Other duties as assigned

The gallery attendant should have fluency in Microsoft Word, Excel, and Power point. The person is also expected to be an all-around team player with an interest in learning how small, nimble communications departments function within dynamic, communications-driven nonprofit organizations. This position requires a commitment to diversity and a personal approach that values the individual and respects differences of race, ethnicity, age, gender, sexual orientation, gender identity, religion, ability and socio-economic circumstance. We actively seek candidates of diverse racial and ethnic backgrounds.



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**Minimum Requirements:**

- Excellent communication and customer service skills
- Basic computer and internet skills
- Knowledge of the City of Boston and the Fort Point area; interest in architecture and design is a plus
- Ability to work independently, and make decisions in accordance with BSA rules and policies
- Ability to establish and maintain effective working relationships with colleagues

If interested, send resume and cover letter to [jobs@architects.org](mailto:jobs@architects.org) and include "Gallery attendant" in the subject line.

**Deadline for applications is Sunday, May 12, 2019.**

**About BSA Space**

BSA Space, Boston's leading cultural institution for architecture and design, is home to the Boston Society of Architects/AIA (BSA) and the BSA Foundation. The BSA is one of the oldest chapters of the American Institute of Architects. The BSA Foundation, a charitable organization, supports activities that illuminate the ways that design improves the quality of our lives. All exhibitions at BSA Space are supported by the BSA Foundation. BSA Space is open Monday through Friday from 10:00 am–6:00 pm, and on weekends and holidays from 10:00 am–5:00 pm. Admission is free and open to the public. For more information visit, [architects.org/bsaspace](http://architects.org/bsaspace).