

**JOB TITLE:** Gallery Attendant Flex

Center Art LLC, managed by the Space Needle LLC, is partnering with Chihuly Studio to operate the Chihuly Garden and Glass Exhibition on the Seattle Center grounds next to the Space Needle.

**GENERAL POSITION SUMMARY:**

The Gallery Attendant Flex Representative supports Center Art's organization mission, vision and values by exhibiting the following behaviors: excellence, competence, collaboration, innovation, respect, personalization, accountability and ownership.

The Gallery Attendant Flex Rep is responsible for meeting or surpassing the expectations of every Guest by providing a friendly, safe, efficient, and engaging experience while engaging with Guests throughout the exhibition. Duties include maintaining and controlling an even flow of all visitors, advancing Guest's knowledge and answering questions, and maintaining a clean, safe, positive environment for all Chihuly Garden and Guest Team Members, Guests, and art.

**PRIMARY FUNCTIONS:**

**We Innovate, Be Iconic**

- Approach the experience through the lens of the Guests and apply our Brand filters.
- Actively involve the Guests in the unbiased interpretation of the art, show sensitivity to Guest's learning styles and interpretation of the art.
- Lead guided tours of the Chihuly Garden and Glass Exhibit.
- Maintain working knowledge of all Chihuly Garden and Glass Exhibition policies and procedures.
- Share information and educate our Guests regarding the Dale Chihuly and his Art.
- Provide information about all areas of the Chihuly Garden and Glass Exhibition, other attractions, Seattle and the surrounding area.
- Any other responsibilities defined by management.

**We Create our Future. Today**

- Promote a clean, positive, courteous, and professional attitude and appearance to all Chihuly Garden and Glass Exhibition Team Members and Guests.
- Be a communications specialist: interface with Guests in all public facing areas along the Guest journey. Greet and converse with Guests in a friendly and outgoing manner.
- Be an art educator. Share your knowledge with our Guests in an engaging way.
- Always remain respectful and courteous.

### **Own It**

- Be a safety officer: see something, say something. It's the responsibility of every Team Member- own it. Ensure social distancing policies are followed with Team Members and Guests.
- Assist in preserving the collections by providing additional security in exhibition areas. Circulate frequently through assigned posts to deter acts of vandalism, theft or negligence and ensure the safety of Guests; remain alert and watchful at all times.
- Know Chihuly Garden and Glass Exhibition emergency and fire/life/safety procedures. Reassure the Guests in times of emergency and participate as needed in emergency procedures, know lost and found procedures, and communicate using a radio during shift.
- Understand and evaluate the Guest journey, providing insight to daily Gallery experiences during periods of peak visitation.
- Assist in opening and closing exhibition department routines including cleaning and sanitizing of the exhibition.
- Ensure cleanliness and participate in cleaning of art areas following company policies.

### **Take Care**

- Ensure cleanliness and participate in cleaning of work area and as assigned.
- Take steps to ensure proper social distancing between Team Members and Guests.
- Incorporate and support initiatives that improve overall health and wellness.

### **Be Open, Help People Grow**

- Assist in the ongoing training of fellow Team Members in the operation in the Gallery Attendant Flex position.
- Work successfully with both a diverse Team and Guests.

### **Work Smarter, Not Harder**

- Be intentional in understanding the process, procedures, and systems. Continuously look for opportunities to improve efficiencies, incorporate and share key learnings.
- Assist in opening and closing exhibition department routines including cleaning and sanitizing of the exhibition. Set your Team Members up for success!
- Be informed of scheduled group reservations and any special needs that may need to be addressed.
- Work with other departments in day-to-day operational activities.

### **Life is too Short**

- Anticipate and Connect- Be informed of scheduled group reservations and any special needs that may need to be addressed
- Collaborate and create segues to each experience along the Guest journey.
- Focus on solutions, not on frustrations.

**Big Legacy, Small Footprint**

- Do your part to minimize and reduce waste, conserve resources, operate efficiently, and protect air and water quality.
- Participate in community outreach opportunities.
- Lead by example and assist Guests and Team Members in responsible practices.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

- Proven great Guest service skills.
- Professional appearance and attitude.
- Interest in museums and visual art a plus but not required.
- Ability to effectively communicate using the English language.
- Strong initiative, multi-tasking, and decision-making ability.
- Effective problem-solving techniques and troubleshooting capabilities.
- Team player attitude.
- Ability to react quickly and correctly in a fast-paced environment.
- Comfortable working with a diverse population.
- Comfortable following company social distancing and PPE requirements (including wearing a mask for entire shift) with or without reasonable accommodations.
- Comfortable participating in wellness checks including Covid19 testing, and temperature checks during the pandemic.
- Ability to lift 25 pounds, use manual dexterity entire shift, stand for long periods, and work in confined space.