



Position Title: Gallery Attendant
Department: Operations
Location: Santa Fe, NM
Pay Range: \$16.00/hr.
Hours: Full-Time. Weekends and holidays required.

Position Summary:

Gallery Attendants are the Museum's primary point of contact with our visitors and the front line of protection for our collection. Both halves of that sentence are the job.

Because the Georgia O'Keeffe Museum does not have a docent team, our Gallery Attendants are the people our visitors actually talk to. You will greet and orient guests, answer their questions about Georgia O'Keeffe and the works on view, and shape the experience of everyone who walks through our galleries. We provide training on O'Keeffe, her work, and our exhibitions, and we invest further in Attendants who show real interest in that side of the role.

At the same time, you are responsible for the physical safety of the artwork in your care. That means sustained, attentive observation of gallery spaces for most of your shift, and the confidence to speak up, courteously and immediately, when a situation arises that puts people or the collection at risk. Gallery Attendants also conduct rounds of our campus buildings and exterior grounds, and serve as the Museum's first responders in an emergency.

This is primarily a uniformed position.

What this job actually looks like:

- **Roughly 80%** of your time is spent on the floor in the galleries — welcoming and orienting visitors, answering questions about the collection, and maintaining constant attentive watch over the artwork. Much of this time is spent standing or walking, alone, with minimal direct supervision.
- **Roughly 20% is spent outside the galleries** — stationed at one of our security desks in the Museum or Research Center, or making rounds of our campus buildings and grounds on foot.
- **First response.** When a fire alarm sounds, a visitor needs medical attention, or an incident occurs anywhere on campus, Gallery Attendants respond first. You move toward the situation while others move away.

Responsibilities include but not limited to:

Visitor Experience and Interpretation

- Actively greet guests in a professional and cordial manner and orient visitors to the Museum and campus.
- Answer visitor questions about Georgia O'Keeffe, the collection, and current exhibitions, drawing on Museum-provided training.
- Ensure a welcoming, inclusive environment for guests and team members.

- Represent the Museum's mission and maintain an excellent standard of service in every interaction.

Collection and Campus Protection

- Maintain sustained, attentive observation of assigned gallery spaces throughout the shift.
- Enforce collection-safety standards with visitors courteously, clearly, and without delay.
- Conduct scheduled rounds of Museum buildings and exterior grounds, indoors and out.
- Identify, report, and document safety, security, and facility concerns accurately.

Emergency Response

- Serve as a first responder for fire alarms, medical events, and other emergencies, protecting both people and collections.
- Follow all Museum emergency, security, and operating procedures as required.
- Maintain current CPR/AED/First Aid certification.

Additional Duties

- Complete special projects or additional duties as assigned, consistent with the skills, training, level of responsibility, and other requirements for this position.

Core Competencies:

- Customer Service Orientation
- Attention to Detail / Sustained Attentiveness / Results Orientation
- Responsibility / Trustworthiness / Professionalism / Work Ethic
- Decision Making / Initiative / Sound Judgment Under Pressure
- Problem-Solving / Conflict Resolution / De-escalation
- Oral and Written Communication / Basic Information Technology Skills / Administrative Inclination
- Teamwork / Collaboration / Emotional Intelligence
- Adaptability
- Ability to work effectively for 9 or more hours at a time with minimal or no direct supervision

Background and Qualifications

- High school diploma required; some college in general studies preferred.
- Three years working in an environment requiring strong customer service skills is required.
- Specific interest in art, museums, or the work of Georgia O'Keeffe is strongly preferred. Prior museum or security experience is welcome but not required.
- CPR/AED/First Aid certification is required, but may be temporarily suspended if training programs are not available.
- Good computer skills and the ability to work with the software used regularly by the Georgia O'Keeffe Museum.
- Must be available to work weekends and holidays as needed.

Physical Demands

This position requires the ability to stand and walk for extended periods throughout the workday, while actively engaging with Museum visitors. Gallery Attendants must be comfortable speaking frequently with guests, providing information, answering questions, and delivering excellent customer service in a professional and courteous manner. The role requires sustained attentiveness, the ability to observe gallery spaces for long periods, and the capacity to respond appropriately and promptly to visitor needs and emergencies. Candidates should be able to move throughout the Museum and campus on foot,

occasionally lift or carry items up to 40 pounds, and maintain a welcoming, positive demeanor in a fast-paced public environment. Reasonable accommodations will be considered.

Benefits

This position is eligible for our full benefits package including medical, dental, vision, Life Insurance and Short/Long Term Disability, 403b retirement plan with employer match, museum membership, retail store discount, Employee Assistance Program, PTO, Paid Holidays and much more!

To be considered, please send your resume to:

Jobs@okeeffemuseum.org

The Georgia O'Keeffe Museum is an equal-opportunity employer and considers all candidates for employment based on such factors as knowledge, education, skill, experience, the ability to perform required activities and availability, and without regard to race, religion, color, sex, sexual orientation, age, ancestry, citizenship, national origin, disability or any other legally protected status.

Applicants must be authorized to work in the US for any employer, without needing sponsorship.