



Visitor Services Specialist

Hilliard Art Museum University of Louisiana at Lafayette

Job Description: The Hilliard Museum is searching for student(s) to fulfill the role of Visitor Services Specialist. The position encompasses two separate roles: Front Desk and Gallery Guard. The Hilliard Museum is located at the edge of UL Lafayette's campus and is comprised of two buildings, the original 1968 A. Hays Town plantation-style house and the newer state-of-the-art Hilliard Museum with three exhibition galleries and a gift shop featuring quality merchandise alongside crafts and wares by local artists. The permanent collection features approximately 2,000 objects including European and American painting, Japanese prints, folk art, and a collection of Egyptian art. The museum works collaboratively with the university's nine colleges – including the College of Arts - as well as with local, national, and international partners to present exhibitions and programs from every corner of the globe. With a student population of 19,000 and the culturally-rich community of Acadiana around us, we celebrate the creative spirit that infuses every aspect of life here from food and drink to music, art and dance.

Duties for Front Desk

- Greet visitors
- Log admissions and collect admission fees
- Operate store POS system
- Learn exhibition information to be able to educate visitors and potentially lead tours
- Answer telephone calls and transfer callers to appropriate museum personnel
- Assist customers with handling fragile items

Duties for Gallery Guard

- Greet Visitors
- Answer questions from visitors
- Politely enforce museum and gallery specific rules
- Protect artwork and remain at post until relieved
- Observe museum patrons and notify security if needed
- Help visitors in the event of an emergency
- Frequent standing required

Other Duties

- Refill store coffee service as necessary
- Routine cleaning
- Tidying store merchandise
- Collect and distribute mail
- Assist with event set-up
- Assist with store merchandise photography
- Other duties as assigned

Minimum Qualifications

- Must be a full-time student in good standing at the University of Louisiana at Lafayette
- Excellent communication skills; personable and diplomatic in working with diverse constituencies
- Ability to follow directions and pay attention to detail
- Enthusiastic about team work and able to promote the philosophy and goals of the museum



Preferred Qualifications

- Experience working POS system
- Previous customer service experience
- Experience answering and transferring telephone calls
- Office Administrative experience
- Passion for art and interest in museums

Compensation, Start Date, and Availability

\$7.25/hour, up to 20 hours per week

Must be able to work two Saturdays per month and special events (outside of regular hours) as needed.

To Apply:

Send a resume and three references to Cheryll Guilbeau, Museum Store Manager, Hilliard Art Museum:
artmuseum@louisiana.edu