



Gallery Attendant - Temporary

Operations & Capital Planning

The Baltimore Museum of Art (BMA) seeks enthusiastic and experienced Museum Gallery Attendants to ensure a positive and welcoming experience for BMA visitors and members. The ideal candidate will have impeccable communication and customer service skills and will be comfortable managing multiple priorities while working in a fast-paced, team-based environment. Regular schedule includes weekends.

The Baltimore Museum of Art is a world class, internationally recognized museum, recently ranked by the *Washington Post* as one of the top 20 museums in the United States and has the world's largest public collection of works by Henri Matisse. The BMA embodies a commitment to artistic excellence and social equity in every decision from art presentation, interpretation, and collecting to the composition of the Board of Trustees, staff, and volunteers — creating a museum welcoming to all. As a highly visible representative of the museum to the public, the BMA Gallery Attendant must be a friendly, collaborative team member with the ability to handle a wide array of relationships and visitor, member, staff and guest needs.

The term for this position is November 2, 2025 – April 5, 2026, and will be scheduled to work 35 hours per week.

These temporary, full-time, non-exempt positions report to the Interim Co-Directors of Security.

RESPONSIBILITIES

Responsibilities include but are not limited to:

- Providing exemplary customer service to BMA visitors and members
- Participating in Museum Security Training
- Working special event overtime including after normal work hours, before normal work hours and in-on-off day assignments as required.
- Working a variety of stationary, roving, escort and patrol post assignments for extended periods of time including inspections such as interior /exterior patrols. Identifying security and safety issues and reporting same to Supervisor.
- Acting as first line ambassadors of the Museum providing directions and brief salutations to visitors, contractors, and staff in public and non-public areas of the Museum.
- Projecting a professional appearance and demeanor to all.
- Reacting to security, fire and HVAC alarms and making appropriate notifications to Supervisors in a timely manner
- Opening/ Closing and securing all galleries and public spaces in accordance with museum procedures. Following emergency and evacuation procedures.
- Always maintaining a professional demeanor, especially when working in the public eye.

REQUIREMENTS

- Friendly, cooperative disposition and ability to maintain a positive presence
- Must be at least 18 years of age

- High School Diploma required; some college preferred
- Customer service experience highly desirable
- Applicants must be able to stand/walk for long periods of time
- Basic computer skills

BENEFITS

We offer a competitive salary and a generous benefits package. For this exempt position we offer medical, dental, vision, prescription, 403b retirement plan, long term disability, flexible spending account, flexible and condensed scheduling, museum and restaurant discounts, and reduced fee gym membership. We also offer accrued vacation, holidays, personal days, floating holidays, and sick days.

This position is a bargaining unit position.

SALARY - \$20.50 per hour

APPLY

The BMA is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law. We are committed to building a culturally diverse staff and strongly encourage all qualified professionals to apply.

Research shows that women and individuals from underrepresented backgrounds often apply to jobs only if they meet 100% of the qualifications. We recognize that it is highly unlikely that an applicant meets 100% of the qualifications for a given role. Therefore, if much of this posting describes you, then you are highly encouraged to apply for this role.

All employees must be legally authorized to work in the United States. The museum does not sponsor work visas.

Please send cover letter and resume and salary requirements via e-mail to HR@artbma.org with **“Gallery Attendant” and in the subject line and include your first and last name.**

Incomplete application materials will not be considered.

Position will be posted until filled.

No phone calls please.