POSITION DESCRIPTION

Under the direction of the Coordinator, the assistant provides support for the day to day operation of the program. The attendant is a vital part of working with artists and the general public.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and weekends available
Starting Wage: $10.00/hour
Reports To: Dittmar Student Coordinator, Asst Director for Building Services and Marketing

ESSENTIAL FUNCTIONS

1. Assists with exhibition set ups and strikes
2. Responsible for the maintenance in the gallery
3. Organizes the storage closet and checks all hardware
4. Attends all gallery receptions
5. Assists with advertising, including hanging posters/fliers, mailing invitations, etc
6. Assists volunteers for special events
7. Attends Dittmar Council Meetings
8. Handles all correspondence with artists in the absence of the Student Coordinator
9. Maintains the Norris Permanent Art Collection- by taking a quarterly inventory
10. Attend area meetings and Norris University Center orientation and training programs
11. Other duties as assigned

MINIMUM SKILLS AND QUALIFICATIONS

• Current Northwestern University Undergraduate Student
• Interest and appreciation of art

OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE

Customer Interaction – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
  • Politely answers the phone
  • Greets artists and patrons in a friendly manner

Presentation – positive image and reflection of self and the Norris Center
  • Wears name tag at receptions and when meeting with artists
  • Keeps desk free of food and clutter
  • Minimizes personal phone calls and visits from friends
  • Dresses appropriately for gallery receptions

Customer Satisfaction – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
  • Promptly returns phone calls and emails
  • Provides positive responses to all complaints and suggestions

RESPONSIBILITY

Attendance – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
  • Contact supervisor if late or changing a shift
Accuracy – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
   Checks information before being printed or duplicated
   Checks and confirms all scheduled events with the appropriate sources

Accountability – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
   Contacts direct supervisor regarding special requests from the artist

Job Knowledge – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
   Reads all posted information
   Reads all exhibit information

TEAMWORK
Communication – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
   Leaves a note or email if there is a problem to minimize additional mistake

Group Participation – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
   Provides suggestions in meetings

Values Difference – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
   Embraces the gallery’s diversity mission

LEADERSHIP N/A to this position
Risk Taking – demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes

Goal Orientation – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals

Collaboration – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so

Clarification of Values - can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model

Empowerment – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions

AUTONOMY
Enforcement of Policies – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
   Makes sure group events do not conflict with the exhibit

Initiative – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
   Performs all job related tasks first before using discretionary time for studying

Decision Making – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
   Decides what is best to please the artist and makes sure others are informed

Problem Solving – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
   Provides immediate solutions with the overall goal to present the art.

MANAGEMENT N/A to this position
Self-Confidence – maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses

Personal Management – manages energy and circumstances to meet deadlines and accomplish specific tasks and outcomes, and manages time effectively

Personnel Management – clearly communicates individual and group performance expectations, and uses instructive
feedback and evaluation in a positive manner.

- **Reporting** – develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports

**ADDITIONAL POSITION-SPECIFIC OUTCOME EXPECTATIONS**

- Office protocol – Letter/email writing, phone etiquette, organizing information
- Art Presentation and display