Dittmar Attendant

POSITION DESCRIPTION
Under the direction of the Coordinator, the attendant 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:** $8.25/hour
- **Reports To:** Dittmar Student Coordinator, Graduate Assistant, Nancy Cambron Perez, Debra Blade

ESSENTIAL FUNCTIONS
- Assists with exhibition set ups and strikes
- Responsible for the maintenance in the Gallery
- Organizes the storage closet and checks all hardware
- Attends all gallery receptions
- Assists with advertising, including hanging posters/fliers, mailing invitations, etc
- Assists volunteers for special events
- Attends Dittmar Council Meetings
- Handles all correspondence with artists in the absence of the Student Coordinator
- Maintains the Norris Permanent Art Collection- by taking a quarterly inventory
- Attend area meetings and Norris University Center orientation and training programs
- 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

Presentation – positive image and reflection of self and the Norris Center

Customer Satisfaction – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs

RESPONSIBILITY

Attendance – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed

Accuracy – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately

Accountability – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner

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

TEAMWORK

Communication – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately

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

Values Difference – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist

LEADERSHIP

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

Initiative – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
Decision Making – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks

Problem Solving – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity

MANAGEMENT

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