DITTMAR SUPERVISOR

POSITION DETAILS

DESCRIPTION
The Dittmar Student Curator manages and supervises the Gallery with direct supervision from the graduate assistant. The Student Curator plans and implements art-related programs to involve the University Community. The Curator also hires and trains two assistants, solicits and supervises volunteers, arranges for all catering, manages the gallery budget, organizes the Dittmar Council meetings, handles all marketing requests, manages event requests, and Norris galleria.

HUMAN RESOURCES DETAILS
Shifts: 8-12 hours/week • Mornings, evenings, and weekends available
Starting Wage: $11.00/hour
Reports To: Graduate Assistant/Nancy/Debra

ESSENTIAL FUNCTIONS
1. Assist with exhibition set-ups and strikes.
2. Oversee the maintenance of the Gallery.
3. Manage an annual allocated budget.
4. Curate monthly all exhibits and attend all receptions/performances in the Gallery.
5. Hire, train, supervise, and evaluate student assistants.
6. Coordinate two Dittmar Council Meetings to review submissions.
7. Schedule student musicians for opening receptions.
8. Research current fine art and gallery trends.
10. Assist with maintaining the Norris Permanent Art Collection.
11. Attend area meetings and Norris University Center orientation and training programs.
12. Other duties as assigned.
13. Attend the monthly underground supervisor meeting.

MINIMUM SKILLS AND QUALIFICATIONS
Current Northwestern University Undergraduate Student
Previous work experience and ability to effectively manage a student staff
Interest or some experience in arts management
OUTCOME EXPECTATIONS AND RESPONSIBILITIES

The following outlines the more specific learning outcomes and expectations for this position; things you can expect to learn while on the job and responsibilities you must master to achieve satisfactory performance.

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 a direct 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
  - Proofs 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

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 mistakes

**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

Risk Taking: demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes
- Is comfortable making changes in the service and/or procedures; Willingness to think “outside the box” to improve the overall service

Goal Orientation: demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
- Provides a routine task list for attendants; Reviews and prepares for all special events and promotions, including providing goods and additional labor if needed

Collaboration: fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
- Solicits suggestions for service improvement from attendants; Develops a team by hosting at least one staff meeting per quarter; Creates an employee board or uses online process to keep all attendants informed; Encourages attendants to use the leisure services offered

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
- Demonstrates a strong work ethic by using discretionary time to make service improvements; Takes pride in accomplishing suggested changes; Participates in all Norris and area of service training, group and special events, and encourages attendants to participate as well

Empowerment: recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions
- Recognizes attendants for outstanding performance and writes a “Caught in the Act”; Provides recommendations to the Assistant Director for future leadership positions; Encourages attendant representation on special planning meetings (Norris Marketing, Communiversity Day, ACUI events, etc)

AUTONOMY

Enforcement of Policies: uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
- Ensures group events do not conflict with current 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 keep professional standards for exhibit presentation

MANAGEMENT

Self-Confidence: maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses
- Maintains a positive attitude about the duties of the position; Maintains a good working knowledge and is competent in all aspects of the position; Keeps Assistant Director informed on challenging tasks; Knows the
mission of the University Center as it relates to the service area; Uses all opportunities to explore other environments that offer similar services

**Personal Management:** demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision

- Uses scheduled work time to review work by attendants; Thoroughly checks all aspects of the service on every shift; Walks into the area and scopes for improvements; Good understanding of how to use other departments in Norris to accomplish specific tasks; Willingness to stay beyond a scheduled time to accomplish important tasks that support the mission; Covers some shifts when needed to keep the service open and operating; Keeps all documents and other information organized without desk or file clutter; Promptly responds to all Center Manager, Cashier or Marketing reports that may require a resolution for a specific problem.

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

- Clearly explains all tasks before delegating; Effectively interviews, hires and trains attendants for area positions; Checks specific tasks performed by attendants; Schedules one-on-one evaluation sessions for each attendant; Reviews improper job performance in a discreet manner (never in public); Gives all attendants a compliment on every shift; Ensures work environment is safe and reports potential problems to the Assistant Director; Gives equitable treatment to all attendants when resolving problems; Provides fairness when scheduling attendants for evenings, weekends and special events; Keeps all important information updated and available for attendants (passwords, emergency procedures, safety information, important phone numbers, etc.)

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

- Completes monthly usage reports within 5 business days; Completes monthly student voice surveys within 5 business days; Prepares work schedules in the correct format and on time.

**ADDITIONAL OUTCOME EXPECTATIONS**

**Time Management:** uses scheduled work time to accomplish specific tasks

**Leading a work team:** encourages others to embrace the mission and accomplish the tasks