

JOHNSON MUSEUM OF ART
JOB DESCRIPTION FOR DEPARTMENT INTERNS

SECURITY & VISITOR SERVICES INTERN
Summer 2022
Academic Year 2022–23

This position provides student employees an exceptional opportunity for any student interested in contributing, learning, growing, and being mentored. You will be asked to be a team player within this collaborative and diverse role, welcoming visitors to experience exhibitions and programming based on original works of art across a wide spectrum of global traditions, time periods, and media. You will assist the Museum's frontline staff to enhance and support faculty teaching across the entire university, including outreach programs central to Cornell's land-grant commitment to public engagement.

This position allows you to be part of a team engaged in the preservation of important collections for future generations, interacting with members of campus, the local community, and the world with each visitor who comes through our doors.

DUTIES WILL INCLUDE:

- Serve as ambassador for the Museum with the opportunity to interact with the local community and work with individuals from a wide variety of ethnic, cultural, and economic backgrounds
- Close interaction and careful eye on security of the Museum's art collection inside as well as exterior sculptures
- Engage in behind-the-scenes opportunities to learn about and explore art
- Customer service relations, providing information on exhibitions, and share staff contact information when necessary, and develop many other transferable skills
- Provide a positive, welcoming, and safe environment for visitors, staff, and museum assets, provide general information about the museum and surrounding area
- You will be taught to calmly handle emergencies, and report irregular conditions, to appropriate personnel
- Visitor engagement by guiding and directing visitors and staff away from collection threats, such as touching of artwork, flash photography, theft, fire—any type of danger
- Work with security personnel to maintain an orderly and safe flow with all museum traffic, and assist with events as assigned, such as student galas, conferences, weddings, visiting groups of all ages/cultures
- Will be asked to always provide professionalism and attentiveness and understanding of welcome desk operations

QUALIFICATIONS NEEDED:

- Flexibility due to duty range
- Must enjoy working with the public
- Ability to work with individuals from a variety of ethnic, cultural, and economic backgrounds
- Attention to details and sensitivity to the care required by fragile works of art
- Ability to multitask and be aware of one's own surroundings
- Working knowledge of AV technology helpful