Job Title: Gallery Guide
Reports To: Head of Security & Security Supervisor(s)
Position Status: Part-Time, non-exempt
Compensation: starting at $14 per hour

OVERVIEW OF POSITION: Gallery Guide helps shape the visitor's experience through engagement in various areas of the building. Working under the guidance of the Security Supervisor and Head of Security, Gallery Guide staff monitor the museum gallery floors and other areas as assigned. Gallery Security is responsible for the security of the exhibition and artwork, ensuring that visitors' needs are attended to, and that emergencies are handled efficiently and professionally. Our Gallery Guides will learn about the CAC's architecture and exhibitions and be a source of information and engagement for visitors. This position provides exceptional communication and customer service skills, enjoys interacting with diverse visitors, and has excellent observation skills. They help foster a welcoming museum environment by providing outstanding hospitality and service to every visitor.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Maintains a professional & polished appearance in uniform and name tag when scheduled and prepared to work where assigned.
- Attends training regarding exhibitions to be able to answer general exhibition/architectural questions.
- Attends customer service training and implements the institution's customer service guidelines.
- Maintains security of the art exhibitions and visitors via floor presence during gallery operating hours as well as during after hours event rentals.
- Aware of, and able to implement, security standards in accordance with CAC policies.
- Performs light housekeeping to maintain the professional appearance of all public areas. Housekeeping may include program and event set up or clean up on occasion.
- Reports any exhibition problems as soon as possible to Head of Security/Security Supervisor regarding functioning, disruption, or irregularities of pieces within current exhibitions.
- Engages with visitors regarding wayfinding, emergencies and security-related issues, programming, and general building and exhibition information.
- Awareness of daily museum activities, meetings, tours, events, etc.
- Maintains accurate/current information on events taking place within the facility.
- Participates and follows directions during exhibition openings and specially scheduled events.
- Ensures that guests comply with food and beverage guidelines as related to the Gallery floors.
- Other duties as assigned.

ALL OF THESE DUTIES ARE TO BE DONE WITH OVERALL CAC BUSINESS IN MIND. THE PERSON IN THIS POSITION WILL BE CONSCIOUS OF OTHER CAC PROGRAMS, EXHIBITION NEEDS, AND CAC POLICY AND PROCEDURES.

SKILLS AND QUALIFICATIONS.

- High School diploma or equivalent; aged 18+ and over.
- Knowledge of security, de-escalation, first aid, and life safety systems, policies, and procedures preferred.
- Must have good organization and communication skills.
- Should be able to handle emergencies with composure and a balanced perspective.
- Should be personable, independent, and motivated to work with the public.
- Must be computer literate, possess excellent interpersonal skills, be self-motivated, and hold yourself to high personal standards.
- Display an interest in the arts.
- Must be on time and ready to work for shifts.
- **All CAC positions filled require a background check.**

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Must be able to remain in a stationary position at least 75% of the time.
- Operate a computer and other office productivity machinery, such as a calculator, walkie talky, copy machine, and computer printer.
- Able to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- Able to observe details at close range (within a few feet of the observer) as well as recognize potential security risks on the entire gallery floor.

- Occasionally exposed to wet and/or humid conditions (non-weather).
- Occasionally work around fumes, airborne particles, or toxic chemicals.

PAY, BENEFITS, LONG-TERM GROWTH OPPORTUNITIES: This part-time position takes place on-site at the CAC, working less than 30 hours per week. The hourly pay rate starts at $14 per hour. Benefits for part-time employees include paid sick and personal days, cultural heritage day, employee assistance program (EAP), CAC membership, and CAC Museum Shop and Cafe employee discount.

TO APPLY: Send a resume & cover letter in PDF format to Human Resources via email at shutslar@cincycac.org by September 31st, 2026. Please put "Gallery Guide" in the subject line.

After applications are reviewed, selected applicants will be contacted for interviews. References may be requested and contacted only during the final interview stage and the identities of applicants will be held in the strictest of confidence.

RECRUITMENT & HIRING

The CAC is an Equal Opportunity Employer (EOE) where all applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, Veteran, or disability status.

ABOUT THE CONTEMPORARY ARTS CENTER:

MISSION STATEMENT: The Contemporary Arts Center (CAC) is a lab for understanding ourselves, others, and the world around us through the experience and creation of all contemporary art forms.

CAC BACKGROUND: The CAC was founded in 1939 by three women with their eyes on the future. Today, our purpose is to champion open minds and foster an inclusive culture by using contemporary art and mutual learning as vehicles for connecting people, cultivating creativity, and catalyzing curiosity.

The CAC now operates on a $4M annual operating budget and offers 4 - 5 significant exhibitions per year, including group and solo exhibitions originated by CAC curator(s), guest curators, and touring exhibition partners. It is the oldest non-collecting contemporary art center in the country and one of the largest, occupying an 80,000 sq. ft. building, with approximately 22,000 sq. ft. devoted to exhibition and performance space. The CAC continues its 85-year legacy of presenting new commissions by emerging and established artists, as well as thematic group exhibitions that foster local, national, and international resonances.

LOCATION: The CAC is located in an architectural gem in the heart of downtown Cincinnati, designed by Iraqi-British architect Zaha Hadid. The Lois and Richard Rosenthal Center for Contemporary Art was heralded by *The New York Times* as "the most important American building to be completed since the end of the cold war" and was lauded for its community-centric approach to the design process.