



Volunteer Opportunity at Swiss Institute

Organization Summary

Swiss Institute ("SI") is an independent, non-profit art space dedicated to promoting forward-thinking and experimental art making. For over 30 years, SI has become known for its original exhibitions and wide range of public programs. Committed to the highest levels of curatorial and educational excellence, SI has served as a platform for emerging artists; catalyzed new contexts for celebrated work; and fostered appreciation for under recognized positions. Because SI has no collection, it is able to dedicate its entire effort to dynamic curatorial projects that are complemented by public talks, panels, performances, and special events. In June, 2018, SI will open its new long-term home at 38 St. Marks in New York City's East Village.

Position Summary

SI is seeking volunteers to assist in front desk and visitor services. The volunteers are responsible for fielding general inquiries from the public, managing the front desk, and interacting with SI's full-time and part-time staff. Volunteers act as the public "face" of SI, and will receive training in communication about the art on view as well as safety procedures and New York State security regulations. All volunteers report to the Community Engagement & Visitor Services Manager.

Duties and Responsibilities

- o Act as ambassador and liaison for SI and the community, supporting SI's artists, exhibitions and public programming.
- o Operate the front desk and its subsequent responsibilities: oversee ticket distribution, ongoing maintenance of an organized and tidy work area, answering general inquiries, answering desk phone, and provide information to customers.
- o Greet and welcome all visitors to SI with exceptional customer services to visitors in a professional manner at all times.
- o Track and report ongoing visitation numbers, and help gather visitor demographic data.
- o Orient visitors to exhibitions and assist with program and exhibition experiences, as well as tracking visitation numbers for weekly reports.
- o Become knowledgeable in SI's history and mission, including the organization's ongoing connection to downtown New York.
- o Ensure the safety of artwork in accordance with established security procedures including, but not limited to: keeping visitors at prescribed distances from artwork; monitoring the flow of visitors in the galleries; and report any incident involving visitors touching or damaging artwork.
- o Enforce security and safety procedures and protocols in all public spaces of SI, encompassing gallery spaces and roof deck, including but not limited to assisting with evacuation during emergencies, and reporting problems, suspicious activity and safety hazards to a Supervisor and/or Assistant Supervisor.
- o Ensure easy and efficient visitor flow throughout the galleries and public spaces, including roof deck.

- o Be available to answer questions throughout SI, and enforce gallery rules of conduct as needed.

Physical Requirements

Must be able to stand and move around SI's public areas for extended periods of time (reasonable accommodation will be made for qualified candidates with disabilities).

Schedule

SI is open five days a week, Wednesdays through Sundays. The hours for volunteers will be from 2 pm to 8 pm on Wednesday, Thursday, and Friday, as well as Saturday 12 pm - 8 pm and Sunday 12 pm to 6 pm. At this moment, the Swiss Institute has a strong need for Volunteers who are available to work weekends.

To Apply

Please submit your resume and letter of interest to lou@swissinstitute.net. We will only contact candidates selected for further consideration. No phone inquiries please.