Position Title: Tour Guide  
FSLA status: Part-time, Non-Exempt position  
Start Dates: As soon as possible, position open until filled  
Hours: Variable, minimum 10 hours per month  
Hourly Rate & Benefits: $15 per hour, paid time off  
Reports to: Director of Education and Community Engagement  

WE ARE:  
The Mattress Factory is a contemporary art museum on the Northside of Pittsburgh, founded in 1977. We feature site-specific installations created by artists in residence from around the world.

To be successful in this position, you must:  
Ideal candidates will be enthusiastic about connecting visitors with exhibitions and the artistic process in the gallery setting. Tour Guides must have a collaborative approach to bringing together excellent customer service, thoughtful engagement strategies and artist-centered content. They must also be adaptable to changing exhibitions and needs and focused on providing unique and meaningful gallery experiences for visitors of all ages and abilities.

Tour Guides must be able to lead tours on site, for in-person groups of varying sizes, and able to dedicate at least ten hours per month to on-site work.

YOUR ROLE:  
- Serve as a guide on gallery tours for learners of all ages  
- Facilitate gallery activities created by the Education Department  
- Collect surveys and feedback from visitors  
- Facilitate accommodation for visitors with disabilities  
- Assist the Education Department and Visitor Experience Department with a range of visitor engagement opportunities  
- Welcome visitors to the Mattress Factory and create positive, memorable experiences at the Museum  
- Provide directions to buildings, galleries, and restrooms on the Museum campus

QUALIFICATIONS:  
- Minimum of 1 year experience in customer service  
- Some experience working in a museum or cultural organization  
- A commitment to diversity, equity, inclusion, and accessibility and willingness to learn new concepts
• Ability to work independently and in teams to implement high quality experiences
• Some understanding of artistic processes and materials and willingness to learn new concepts
• Strong interest in art and willingness to learn content for each exhibition
• Strong interest in teaching and learning to adapt to the needs of different learners
• Demonstrated flexibility, open mindedness, and creative problem-solving skills
• Willingness to receive coaching and training in new art and engagement techniques
• Ability to move up to 20 lbs. of materials at a time
• Access to reliable technology and an internet connection for Zoom meetings/tours
• Clearances for Federal Crime History, Pennsylvania Access to Criminal History, and Child Abuse History are required
• Proof of COVID-19 Vaccine or an approved accommodation request is currently required for all Mattress Factory employees

TO APPLY:

Interested applicants should submit a cover letter and resume to jobs@mattress.org. Please put “Tour Guide” in the subject line. Applicants selected for an interview may be asked to provide references. No calls please.

The Mattress Factory is an Equal Opportunity Employer and is dedicated to the goal of building a culturally diverse staff that is committed to teaching and working in a multicultural environment. Mattress Factory does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, veteran status, ancestry, or national or ethnic origin in the administration of its educational policies, admissions policies, employment policies, scholarship programs, and other Mattress Factory administered programs and activities. All of our employees’ points of view are key to our success, and inclusion is everyone’s responsibility.