

## **Notice of Open Position**

**Title:** Public Engagement Assistant  
**Location:** 4055 Pāpū Circle, Honolulu, HI  
**Reports to:** Learning Programs Coordinator  
**Status:** Non-Exempt, Part Time

Shangri La is a museum for learning about the global culture of Islamic art and design through innovative exhibitions, guided tours, public programs and digital initiatives. It is the only standalone museum of Islamic art in the US. Built in 1937 as the Honolulu home of American heiress and philanthropist Doris Duke (1912-1993), Shangri La was inspired by Duke's extensive travels throughout North Africa, the Middle East and South Asia and reflects architectural traditions from those regions. The permanent collection features objects from Spain, Morocco, Egypt, Syria, Iran, Central Asia, India and parts of Southeast Asia. Shangri La is a program of the Doris Duke Charitable Foundation through the Doris Duke Foundation for Islamic Art.

### **JOB SUMMARY**

Under the direction of the Learning Programs Coordinator, the Public Engagement Assistant supports the museum's public tours, events and programs. The Public Engagement Assistant is the initial point of contact (online and in-person) for visitors to Shangri La. This customer services-oriented position is responsible for welcoming visitors to Shangri La, guiding visitor experiences, ensuring visitor safety and comfort, and addressing visitor questions and needs within the guidelines established by Shangri La. The Public Engagement Assistant will contribute to the development and implementation of evolving on-site experiences and will participate in all applicable Foundation training sessions.

### **ESSENTIAL JOB FUNCTIONS**

- Welcome, direct and assist visitors in a cheerful, helpful, and professional manner.
- Provide useful recommendations, support materials, and accurate information regarding the collection, exhibitions, property, public programs, and mission of Shangri La.
- Share tour policies and procedures with visitors as called for.

- Provide visitor services at the front desk, such as answering and directing incoming phone calls and emails, assisting guests with directions and navigation, and maintaining organization and cleanliness of public areas.
- Develop and maintain a broad and accurate knowledge of Islamic art, design, and culture as represented at Shangri La; as well as a general understanding of how the collection, museum and programs at Shangri La relate to the living cultures and communities represented throughout the museum.
- Lead open-learning educational tours about Islamic art and design and the history and current mission of Shangri La that communicate primary interpretive goals and themes.
- Engage visitors and be highly responsive to audience needs and interests.
- Speak clearly and appropriately so visitors can hear and understand tour information.
- Be prepared to answer questions in a knowledgeable manner, encouraging the exchange of insights as they relate to the museum.
- Collaborate with museum and security staff to ensure safe experiences for visitors.
- Recognize and be respectful of visitors from diverse cultures, backgrounds, and generations with varying perspectives and points of view.
- Assist with the development and coordination of educational programming including, but not limited to, enhancing the tour experience, special programs and events.
- Assist with the evaluation of the tour program offerings to enhance visitor experiences.
- Other duties as assigned.

## **QUALIFICATIONS**

- 2+ years of education programming, teaching and/or customer service experience.
- Keen passion for making art, culture and design more accessible to the public through innovative programming and interactive education.
- Knowledge of Islamic art, cultures and design a plus.
- Excellent people skills, diplomacy, and good public speaking skills in an informal environment.
- Ability to comprehend college-level lectures and reading assignments and to synthesize and present this material for a general public audience.
- Ability to move across uneven terrain, navigate stairs, escort visitors through non-climate controlled areas, speak clearly and audibly, and hear questions/comments from individuals in a group of people. While performing the essential duties of this job, the employee is regularly and frequently required to stand and walk. The employee is sometimes required to reach with hands and arms, and move or lift up to 20 pounds.
- Ability to act quickly to solve problems, take initiative.
- Team-player mentality to work cooperatively and positively with colleagues, partners, consultants and a diverse public.
- Flexibility in personal schedule to work occasional weeknights for special events.
- Experience working in a museum or other cultural institution a plus.
- Foreign language skills a plus (Japanese preferred).

## **COMPENSATION and BENEFITS**

- Competitive salary based on experience.
- 401(k) plan with employer contribution equal to 15% of base pay.

## **HOW TO APPLY**

Send resume with cover letter to [hr@ddcf.org](mailto:hr@ddcf.org) . Include your last name followed by "Public Engagement Assistant" in the subject line. Application reviews will begin June 21, 2021 and continue until the position is filled. *No phone calls or in-person applications, please.*

The Doris Duke Charitable Foundation is committed to inclusive hiring and dedicated to diversity in its work and workplace culture. We provide equal opportunity for employees and applicants in all aspects of the employment relationship, without regard to race, color, national origin, sex, sexual orientation, gender identity or expression, citizenship, marital status, military or veteran status, disability, age, religion or any other classification protected by law; and we strongly encourage candidates of all identities, experiences, orientations and communities to apply.