

Gallery Guide

Museum of the African Diaspora (MoAD)

San Francisco, CA

Part-Time | 16–20 hours per week

About the Museum of the African Diaspora

The Museum of the African Diaspora (MoAD) is a contemporary art museum that celebrates Black cultures, ignites challenging conversations, and inspires learning through the global lens of the African Diaspora.

Located in San Francisco, MoAD presents exhibitions, programs, and educational experiences that connect visitors with the art, artists, histories, ideas, and cultures of the African Diaspora.

Position Summary

The Museum of the African Diaspora seeks an engaging, thoughtful, and visitor-centered **Gallery Guide** to help create welcoming, meaningful, and accessible experiences throughout the museum.

The Gallery Guide serves as both an interpretive facilitator and a welcoming presence in the galleries, helping visitors make connections with MoAD's exhibitions through conversation, close looking, inquiry, and informal engagement.

This role goes beyond delivering traditional tours. Gallery Guides encourage curiosity, invite multiple perspectives, help visitors navigate unfamiliar or complex ideas, and create opportunities for people to engage with art in ways that feel personal and relevant.

The ideal candidate is curious, culturally responsive, comfortable engaging with people from a wide range of backgrounds, and able to balance strong knowledge of exhibitions with a conversational and flexible facilitation style.

Key Responsibilities

Guided Tours & Interpretation

- Lead engaging **50–60-minute inquiry-based tours** for youth, adult, senior, university, corporate, community, and mixed-age audiences.
- Develop strong working knowledge of MoAD's current exhibitions, featured artists, interpretive themes, and relevant historical and cultural contexts.
- Facilitate conversations rather than relying primarily on lecture-style presentations.
- Use close looking, open-ended questions, storytelling, and discussion to help visitors develop their own connections to artworks.

- Adapt tours and interpretive approaches to the interests, needs, ages, backgrounds, and prior knowledge of different groups.
- Communicate complex artistic, historical, cultural, and social ideas in ways that are clear, engaging, accurate, and accessible.
- Prepare for exhibition changes and continually develop knowledge of new artists and works on view.

Gallery Engagement & Guest Facilitation

- Proactively welcome and engage visitors throughout the museum, including visitors who are not participating in scheduled tours.
- Offer informal interpretation, conversation, orientation, and assistance within the galleries.
- Help visitors feel comfortable asking questions, sharing observations, and exploring unfamiliar ideas.
- Recognize when visitors would benefit from additional information or engagement while also respecting visitors who prefer to experience the galleries independently.
- Support a museum environment centered on hospitality, curiosity, belonging, and meaningful exchange.
- Assist visitors in navigating museum spaces, exhibitions, programs, and available resources.

Accessibility & Inclusive Visitor Experience

- Help create accessible and inclusive experiences for visitors with a wide range of abilities, backgrounds, learning styles, and museum experience.
- Adapt communication and facilitation approaches to meet visitor needs.
- Use inclusive language and visitor-centered interpretive practices.
- Support evolving accessibility initiatives, including approaches designed to improve experiences for blind and low-vision visitors, Deaf and hard-of-hearing visitors, and visitors with other access needs.
- Approach conversations about race, identity, history, culture, and contemporary social issues with cultural awareness, sensitivity, curiosity, and respect.

Museum Operations & Collaboration

- Work collaboratively with Public & Academic Engagement, Visitor Experience (VEX), Curatorial, Operations, and other museum staff to support a cohesive visitor experience.

- Maintain awareness of gallery conditions and visitor activity and communicate concerns appropriately to VEX or other designated staff.
- Support museum expectations related to artwork protection, visitor safety, and gallery etiquette without losing sight of the Guide's primary role as an interpretive and relational presence.
- Assist with visitor flow during tours, programs, special events, and high-attendance periods.
- Communicate visitor questions, recurring concerns, observations, and feedback to museum staff when appropriate.
- Participate in ongoing training, exhibition briefings, staff meetings, observation, coaching, and professional development.
- Support special programs, public events, school visits, community programs, and other museum activities as assigned.

Training

Gallery Guides participate in a training and onboarding process designed to develop both exhibition knowledge and facilitation skills.

Training will include:

- Exhibition and artist research
- Inquiry-based interpretation
- Close-looking techniques
- Tour observation and shadowing
- Supervised tour practice
- Visitor engagement and hospitality
- Accessibility and inclusive facilitation
- Gallery safety and artwork protection
- Constructive feedback and coaching

New Gallery Guides should expect an approximately 6–8-week training and guided-practice period, including opportunities to observe experienced facilitators, lead tours with observation and feedback, and develop an individual facilitation style.

Guides are expected to understand core exhibition content while developing their own authentic voice rather than memorizing scripted tours.

Qualifications

Required

- Strong interpersonal communication and active-listening skills.
- Comfort speaking and facilitating conversations with groups.
- Demonstrated ability to engage respectfully with people of different ages, identities, cultures, abilities, and levels of familiarity with art.
- Interest in contemporary art, Black art and culture, African Diasporic histories and experiences, museums, education, or related fields.
- Ability to learn and communicate exhibition content accurately while translating complex information for general audiences.
- Ability to facilitate dialogue rather than simply deliver prepared information.
- Strong judgment, reliability, professionalism, and organizational skills.
- Ability to receive and incorporate constructive feedback.
- Ability to work collaboratively across museum departments.
- Ability to remain attentive to both visitor experience and gallery safety.
- Comfort with basic computer systems and museum-related technology.
- Availability to work a flexible part-time schedule that will include weekdays, weekends, evenings, school visits, and special events.

Preferred

- Previous experience in museum education, interpretation, teaching, public programming, community engagement, visitor experience, hospitality, arts education, or related work.
- Knowledge of or demonstrated interest in contemporary art and the art and cultures of the African Diaspora.
- Experience facilitating inquiry-based or discussion-centered learning.
- Experience working with youth, adult learners, community groups, or intergenerational audiences.
- Experience supporting accessible programming or working with visitors with disabilities.
- Additional language proficiency is welcomed.

Formal museum experience is valuable but **not required**. Candidates with transferable experience in education, community work, cultural organizations, hospitality, facilitation, public programs, or other people-centered environments are encouraged to apply.

What Makes a Strong Gallery Guide at MoAD

A strong Gallery Guide does not need to have every answer.

They know how to look closely, listen carefully, ask thoughtful questions, share knowledge generously, and make room for visitors' own observations and experiences.

Successful Guides are warm without being performative, knowledgeable without being overly didactic, and confident enough to facilitate conversations in which more than one interpretation can coexist.

They understand that a memorable museum experience can begin with something as simple as helping a visitor feel comfortable enough to stop, look, wonder, and speak.

Schedule

This is a part-time position averaging approximately **16–20 hours per week**. Scheduling will reflect museum and program needs and will include weekday, weekend, and occasional evening hours.

Compensation

\$24 per hour

To Apply

Please submit:

- A current résumé
- A brief cover letter describing your interest in MoAD and the Gallery Guide position

In your cover letter, we welcome hearing about experiences—professional, educational, community-based, or personal—that have shaped the way you engage with art, culture, learning, or people.

Equal Opportunity

MoAD is committed to fostering an inclusive workplace and welcomes applicants with diverse backgrounds, experiences, identities, abilities, and perspectives.

We strongly encourage candidates who are passionate about MoAD's mission and the communities we serve to apply, even if they do not meet every preferred qualification listed above.