

## OPEN POSITIONS 2018

**A competitive salary is offered for all positions and a generous benefits package for full-time positions. To apply, please send your resume, cover letter and Newfields application to: ATTN: Human Resources – 4000 Michigan Road; Indianapolis, IN 46208, e-mail to [hr@discovernewfields.org](mailto:hr@discovernewfields.org), or fax to 317-920-2655. No phone calls, please.**

### ***Overview***

The [Indianapolis Museum of Art](#) is one of the nation's largest encyclopedic art museums and is part of a 152-acre campus that also includes a botanical garden and an art and nature park, named Newfields. Our mission is "To enrich lives through exceptional experiences with art and nature.

### ***Diversity***

Newfields recognizes that museum audiences and their interests are changing, and as Newfields transforms our audience experience, we are creating expanded, innovative opportunities to actively engage and entertain our guests. Celebrating the diversity of our donors, guests, volunteers and staff is a key part of this Newfields vision. Diversity is understanding, respecting, and valuing differences, including, but not limited to, race, color, national origin, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, or any other legally protected status.

Simply put, we believe our guests and donors are best served by a host team, comprised of both staff and volunteers, that reflects the diversity represented within our communities and that takes full advantage of the unique viewpoints, talents and experiences of each and every person who works here. We strive to attract and retain exceptional employees who feel comfortable in an inclusive culture that supports their ability to thrive and add their voice to the ongoing conversation.

### ***Indianapolis***

Indianapolis is a city with a MSA of 2,000,000 people. More than 60% of the population is under 44 years of age and the city's racial demographic [breakdown](#) is approximately 79% White, 16% Black, 3% Asian, and 2% other, with 7% of the overall citizenry identifying as Hispanic. In [2016 Forbes](#) named Indianapolis one of the top 10 cities to live in for young professionals citing its high standard and low cost of living, while [Vogue](#) told its readers not to call Indianapolis a "Flyover City", but to go see how vibrant it is for themselves. With a host of new bars and restaurants, nationally recognized symphony, theater, cabaret, sports teams, and the [Herron School](#) of Art + Design, Newfield's hometown is a perfect place to build a career and enjoy life.

## **FULL-TIME POSITIONS:**

### **BRAND DIRECTOR**

(Please specify "Brand Director" in subject line if you email your resume)

Reports To: Deputy Director for Marketing and External Affairs

Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

The successful candidate will be a highly skilled marketing and communications leader deeply committed to building one of the most exciting new brands in central Indiana. Develop, implement, and execute integrated marketing strategy and initiatives. As the organization-wide manager of the brand, ensure that campaigns, events, programs, and communications support Newfields mission and vision and embody Newfields brand personality. Ensure that stakeholders across the organization are comfortable with and inspired by this new brand.

Recently cited by the national audience research organization Culture Track as a "new model for engagement," Newfields is assertively pursuing a ten year strategic plan to double earned and contributed revenue.

Requires sophisticated collaborative leadership, communications skills, and attentiveness to detail to build processes across multiple business units. This role is focused on achieving impactful revenue results within the larger strategic picture of the organization.

### **ESSENTIAL JOB FUNCTIONS**

#### *Increase Revenue*

- Develop and execute integrated marketing and communications campaigns that achieve long-term and annual revenue goals through acquisition strategies (guests, members, donors) as well as retention strategies
- Analyze marketing effectiveness and attendance trends

#### *Lead Brand Strategy*

- Demonstrate deep understanding and become champion of market research that drives Newfields' brand strategy. Identify and articulate what motivates and inspires stakeholders
- Demonstrate deep understanding and become champion of tactics that bring to life Newfields' brand personality
- Ensure stakeholders trust and are inspired by the brand

#### *Project Management*

- Develop processes to ensure all Newfields communications embody brand personality
- Develop, in collaboration with Audience Research, Communications, Design, Digital Team, and Advancement, processes to manage workflow, communication, timelines and deliverables

- Organization-wide point person for marketing & communications needs across business units
- Lead and influence collaborative creative processes through testing, experimentation, and evaluation
- Lead relationships with internal (Design, Research) departments and external consultants (Market Research, Media Agency) to evaluate marketing strategy and business trends

*Other duties may be assigned.*

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

- 5+ years of experience driving growth in agency, corporate, retail or non-profit organization
- 5+ years of experience leading collaborative and cross-functional teams— Product, Brand, or Account Management experience helpful
- Experience developing and measuring impactful integrated marketing plans that maximize limited media dollars
- Candidates from the private sector are particularly welcome if they have the skills and background as well as the personal motivation and style to succeed in a fast-paced mission-driven organization. One need not have a background in Art History, but a successful candidate will be passionate about Newfields' mission and role in Indianapolis
- College graduate with BA or BS required. MBA or Master's degree a plus

### **OTHER SKILLS AND ABILITIES**

- Initiative, coupled with a sense of competitive drive, and the ability to stay focused on results despite changing conditions
- A leadership style that is firm and goal oriented, and yet motivates, trains, and engages others in an enthusiastic way is important
- Because environmental and organizational conditions change rapidly, the work involves innovation and creativity in generating ideas for quick response
- Demonstrated ability to lead project management with minimal supervision

## **WRITER**

(Please specify "Writer" in subject line if you email your resume)

Reports To: Brand Director

Basic Work Week: 37.5 hours per week, M-F.

## **OVERVIEW**

The successful candidate will be a creative and imaginative writer deeply committed to building one of the most exciting new brands in central Indiana. Ability to write persuasive copy in multiple tones for multiple stakeholders across multiple media is essential.

Recently cited by the national audience research organization Culture Track as a "new model for engagement," Newfields is assertively pursuing a ten year strategic plan to double earned and contributed revenue.

## **ESSENTIAL JOB FUNCTIONS**

- Write persuasive copy that embodies Newfields brand personality for all departments
- Interpret creative direction and adapt points from creative briefs into persuasive copy
- Ability to effectively and efficiently incorporate copy within a highly visual culture
- Develop, communicate, and adhere to timelines
- Produce error free, on-brand copy, in a timely fashion for multiple audiences
- Drive the creation of original concepts that result in effective and compelling communication

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## **EDUCATION and/or EXPERIENCE**

- 5+ years of experience writing copy across media and formats (print ads, radio, digital ad banners, search engine optimized (SEO) web content, bylines, direct marketing email, social)
- 5+ years of experience writing effectively and convincingly in different styles for multiple target audiences
- Please include portfolio samples or link to portfolio web site in your application
- Applications without cover letter and portfolio samples will not be considered
- Prior non-profit or fund raising experience helpful

- Candidates from the private sector are particularly welcome if they have the skills and background as well as the personal motivation and style to succeed in a fast-paced mission-driven organization. One need not have a background in Art History, but a successful candidate will be passionate about Newfields' mission and role in Indianapolis

#### **OTHER SKILLS AND ABILITIES**

- Quickly interpret communications needs under tight deadlines
- Ability to influence creative processes, sell and defend ideas within a collaborative culture
- Ability to be creative under pressure and maintain an eye for detail
- Integrate an interest in Newfields assets and mission with popular culture, communications trends, and the latest tactics
- Ability to collaborate with and represent marketing function to all levels of the organization
- Self-starter with strong research skills

## **DIRECTOR OF ACADEMIC ENGAGEMENT**

(Please specify "*Director of Academic Engagement*" in subject line if you email your resume)

Reports To: Deputy Director for Audience Engagement and Public Programs

Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

This leader sets the vision and leads the development of academic engagement programs at Newfields. S/he leads the design and delivery of programs that empower preschool through university level educators, as well as leaders of community-engaged organizations, to integrate Newfields meaningfully into their work with academic audiences. This position works with colleagues in Audience Engagement and other departments to develop innovative offerings for students, educators, docents, and others. Based on current research in learning through art and nature s/he plays a leading role in developing, implementing, and assessing student, teacher, and docent programs at Newfields. S/he analyzes and shares findings with colleagues at Newfields, regionally, nationally, and internationally. S/he serves on various departmental and cross-departmental project teams as needed.

### **ESSENTIAL JOB FUNCTIONS**

#### **Leadership Responsibilities (40%)**

- Supervisory Responsibilities: Manager of Docent Program, Manager of Studio Programs, Academic Engagement Project Manager, Sr. Coordinator of School and Group Services, Teaching Artists, and other staff assigned on a project basis;
- Develop academic engagement vision statement, mission statement, learning objectives, and long-range planning for engaging academic audiences;
- Oversee Studio Classrooms and Academic Programs for students of all ages including preschoolers, K12 students, university students, and adult learners. Oversee professional development opportunities for educators;
- Oversee the Docent Program including public and scheduled tours of the IMA's permanent collection, featured exhibitions, gardens, and grounds. Oversee scheduling of school groups for docent-led tours as well as self-guided tours;
- Represent the academic engagement department at interdepartmental meetings and lead committees such as the Newfields Educators Advisory Panel;

#### **Program Development and Planning (40%)**

- Provide leadership in academic program development, including piloting new programs based on current educational research and program evaluation;
- Contribute to the leading edge of creative engagement with museums through research, academic writing, and/or presentations of new models in the field of arts, nature, and learning;
- Oversee curriculum development and educational content for academic programs and identify curricular connections between Newfields and the regional academic community;
- Expand Newfields' presence in the academic community through establishing partnerships with local schools and institutions, initiating new community

- partners with expertise that match new programs, and actively participating in arts and gardens education committees in the Indianapolis community;
- Work with other Newfields staff members and/or outside consultants to develop and implement evaluation and assessment tools to measure, interpret, and analyze the outcomes of academic programs;

### **Administrative Duties (30%)**

- Develop and administer an accurate and responsible fiscal budget;
- Regularly communicate educational resources and relevant Newfields experiences with teachers through the Creative Classroom newsletter and/or other social media platforms;
- Oversee enrollment and implementation of the St. Mary's Child Center at the IMA Preschool
- Assist fundraising and marketing efforts by working with other Newfields staff members to meet with potential funders, create content for grant proposals, and manage grant budgets related to academic engagement;

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### **EDUCATION and/or EXPERIENCE**

Master's degree in Art Education, Education Administration, Art History, Museum Studies, or a related field. Five or more years of professional experience in education including curriculum and program design, prior supervisory and budget management experience, and excellent ability to collaborate with community partners. Experience working with schools, with educators, and with non-traditional learning contexts is required. Terminal degree and art museum/public gardens experience preferred.

### **OTHER SKILLS AND ABILITIES**

Relevant computer skills, including word processing and data entry. Attention to detail. Previous experience with all Microsoft Office XP products required. Organizational skills to prioritize tasks. Exceptional interpersonal skills. Basic understanding of public relations fundamentals and demonstrated experience working as part of a team.

Strong reading and comprehension skills required. Strong writing skills necessary; must be able to draft original correspondence. Ability to effectively present information in one-on-one and small group situations to donors and employees.

## **COORDINATOR OF SCHOOL AND GROUP SERVICES**

(Please specify "Coordinator of School & Group Services" in subject line if you email your resume)

Reports To: Manager of Docent Programs  
Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

Oversee and implement all details related to scheduled school and group tours. Support various programs within the Academic Engagement Department, specifically the Docent Program and the Annual Cecil Head Fine Arts Scholarship Awards.

### **ESSENTIAL JOB FUNCTIONS**

- Receive, review and schedule online tour requests & email confirmations in a timely manner. Follow-up with all groups before tour date.
- Serve as primary phone contact for tour organizers to answer questions about tour options, scheduling and available amenities.
- Post docent tour schedule on Nuxeo platform and maintain confirmations in tour book.
- Communicate all tour requests to Docent Program Day Chairs and serve as liaison between schools and docents to ensure that docents receive the information needed to prepare for tours.
- Communicate tour plans with appropriate staff in security, facilities, retail, and café departments.
- Meet & greet all groups upon arrival and organize in a timely manner for tours.
- Support assigned docents.
- Maintain school and group stats on Event Management System, Patron Edge, and VBO, and respond to all reporting requests in a timely manner.
- Plan & execute all aspects of the Annual Cecil Head Fine Arts Scholarship Award.
- Support summer camps and other initiatives in Audience Experiences and Performance, as needed

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### **EDUCATION and/or EXPERIENCE**

Bachelor's degree (B.A. or B.S. Ed) from a four-year college or university; and minimum two years related experience and/or training; or equivalent combination of education and experience. Experience managing and working with volunteers in a professional environment desired. Some knowledge of art history preferred.



**OTHER SKILLS AND ABILITIES**

Excellent organizational, interpersonal, communication and computer skills including all Microsoft Office XP products. Must be flexible and able to adopt new working strategies quickly and efficiently; ability to multi-task and be extremely detail-oriented. Experience with multiple software systems; ability to easily learn new software programs. Basic understanding of public relations fundamentals and demonstrated experience working as part of a team.

## **PHILANTHROPY COORDINATOR**

(Please specify "Philanthropy Coordinator" in subject line if you email your resume)

Reports To: Director of Philanthropy

Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

The Indianapolis Museum of Art (IMA) is seeking a Philanthropy Coordinator to serve as a valuable team member within their comprehensive fundraising program. The successful candidate will be responsible for organizing and providing the administrative and communications support necessary for a successful \$75 million campaign. **This is a temporary position for the campaign through 2022.**

### **ESSENTIAL JOB FUNCTIONS**

#### **Campaign Communications and Project Management**

- Support the campaign team in the implementation of the Campaign Cabinet meetings, including but not limited to recording, transcribing and circulating minutes, assembling presentations and meeting preparation for members, campaign volunteers and staff
- Develop and maintain Basecamp resources for the Campaign Cabinet, including master campaign calendar

#### **Campaign Donor Administrative Support**

- Provide administrative support for the Planned Giving Officer and the Newfields Planned Giving Program, including but not limited to the documentation of planned gifts, research for proposals and supporting the proposal development and planned gift marketing process
- Provide administrative support to the Director of Philanthropy for donor cultivation, solicitation and stewardship.
- Coordinate with other development staff to ensure that all contact with campaign donors is organized so as not to conflict with other fundraising and member efforts

#### **Board of Directors**

- Serves as the administrative liaison to the newly created Board of Directors
- Assist in the preparation and distribution of materials for presentations, agendas, handouts, and correspondence on behalf of the Affiliate Philanthropy Officer, Newfield President and CEO, and board leadership
- Record, transcribe and circulate minutes
- Provide project management support, including board events, meetings, and Basecamp projects

#### **Prospect Research and Reporting**

- Develop and maintain an accurate report of campaign progress to date
- Prepare confidential campaign research profiles and background briefings on prospects and donors

- Enter, track, and report on planned asks and proposal information in coordination with the Database Coordinator and Advancement Services Manager

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### **EDUCATION and/or EXPERIENCE**

- Undergraduate degree preferred, plus a minimum of two years prior experience in not-for-profit organization. Experience in a not-for-profit may be supplemented with two years prior experience in communications and project management.
- Or, an equivalent amount of education and experience.

### **OTHER SKILLS AND ABILITIES**

- Strong reading and comprehension skills required.
- Excellent writing skills necessary, as the successful incumbent must be able to draft original correspondence.
- Ability to effectively present information in one-on-one and small group situations to donors and employees
- Excellent computer skills, including word processing and data entry. Previous database experience with Raiser's Edge or other not-for-profit databases preferred.
- Exceptional attention to detail.
- Excellent organizational skills with the ability to prioritize tasks.
- Exceptional interpersonal skills and the ability to communicate professionally with major donors.
- Basic understanding of public relations fundamentals.
- Demonstrated experience working as a successful part of a team.

## **ASSOCIATE CONSERVATOR OF OBJECTS**

(Please specify "Associate Conservator of Objects" in subject line if you email your resume)

Reports To: Chief Conservator

Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

The Indianapolis Museum of Art (IMA) at Newfields seeks a highly motivated objects conservator for the position of Associate Conservator of Objects. This permanent full-time staff position will be responsible for all active objects conservation efforts for its significant collections of African, American, Asian, European, contemporary art and design arts that span 5,000 years of history; including outdoor sculpture in the gardens and The Virginia B. Fairbanks Art & Nature Park: 100 Acres, as well as furnishings within Lilly House, a historic Country-Place-Era estate and National Historic Landmark on the Newfields campus, and the Miller House and Garden in Columbus, Indiana, one of the country's most highly regarded examples of mid-century Modernist residences. The IMA features well-equipped conservation labs for paintings, paper, objects, textiles conservation, and a state-of-the-art conservation science laboratory

### **ESSENTIAL JOB FUNCTIONS**

The Associate Conservator of Objects' responsibilities will include preventive care, examination, technical analysis, documentation, treatment, exhibition and loan preparation, research, advocacy and outreach. All work must adhere to the Code of Ethics and Guidelines for Practice of the American Institute for Conservation of Historic and Artistic Works. The Associate Conservator of Objects will share a Conservation Technician with Textile Conservation. The successful candidate will report to the Chief Conservator.

*Other duties may be assigned.*

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### **EDUCATION and/or EXPERIENCE**

Applicants must have a Master's degree from a recognized graduate conservation training program with a minimum of three years of museum experience in objects conservation following graduation. Excellent project management, written, verbal and interpersonal skills are required. Demonstrable skill and ability to prioritize and work independently as well as in collaboration with other museum staff and outside contractors to meet deadlines on multiple projects is essential. A broad knowledge of traditional materials, cultures/ art history, and documentation and research techniques is expected. Familiarity and conservation experience with modern materials (i.e. plastics),

electronic, video, and time-based artworks is a plus, as is experience with supervision or mentoring of conservation/contract staff, graduate interns and pre-program interns. Ability to wear a respirator and pass a background check is required.

*Please include a letter of interest and three professional references with your resume submission. Deadline for applications is March 1, 2018.*

## **SOFTWARE DEVELOPER**

(Please specify "*Software Developer*" in subject line if you email your resume)

Reports To: Director of Technology

Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

Newfields seeks a talented Software Developer to work as part of the Newfields Lab (<https://discovernewfields.org/newfields-lab>). We are a group of designers, developers, and digital strategists who create technology solutions for Newfields and other institutions in the cultural sector. We engage audiences in immersive experiences through technology by developing new ways for people to interact with art, nature, their environment, and one another.

The Newfields Lab serves as the in-house development team for Newfields. We also undertake contract and consulting work for a variety of cultural institutions and participate in various grant-funded and collaborative initiatives. We specialize in online collections, data and systems integrations, online and in-gallery interactives, digital publishing. We work with museums, archives, libraries, galleries, historic societies, gardens, and other cultural institutions. Our past clients include the Virginia Historical Society and The Mariners' Museum and Park, among others, and we are active partners in the American Art Collaborative linked data consortium.

We are currently looking for a software developer with strong server experience. We need someone who is passionate about creating efficient, modular, stable, and maintainable software. We also need someone with an aptitude for improving systems and processes, someone who enjoys organizing and refactoring, someone who is not afraid to dive into a server and figure out what makes it tick. Experience with data management is a plus.

### **ESSENTIAL JOB FUNCTIONS**

- Work collaboratively with designers, developers, and data managers to create new software and services
- Create clean, well-documented, and efficient software and services
- Maintain, optimize, organize, and document existing sites, services, and systems

*Other duties may be assigned.*

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### **EDUCATION and/or EXPERIENCE**

#### **Required Skills**

- Strong written and verbal communication skills
- Aptitude for analyzing diverse systems, processes, databases, schemas, etc.
- Ability to develop process improvements and documentation

- Experience with optimizing, organizing, and documenting systems and processes
- Experience with Linux-based servers
- Experience with server side languages, especially Python or PHP
- Experience with MVC web frameworks such as Django or Laravel
- Experience with content management systems such as Drupal or Concrete 5
- Experience with RDBMS interfacing with MySQL, PostgreSQL, etc.
- Experience developing and interacting with REST-ful web services
- Experience with modern version control (Git) and workflows

**Desired Skills**

- Proficiency in other languages such as Objective-C, Java, and shell scripting
- Experience with cultural heritage collections management systems
- Experience with asset management systems
- Familiarity with Windows and interest in Windows Server
- Experience with LOD (Linked Open Data) and managing SPARQL endpoints
- Interest in cultural heritage data, including standard ontologies and vocabularies such as CIDOC-CRM, CDWA, Getty Vocabularies, Dublin Core, etc.
- Interest in the arts, archiving, or digital humanities

## **GRAPHIC DESIGNER/SENIOR GRAPHIC DESIGNER**

(Please specify "Graphic Designer" in subject line if you email your resume)

Reports To: Design Project Manager, Chief Designer

Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

The Graphic Designer/Senior Graphic Designer works as part of a collaborative team to conceptualize and produce design solutions for a variety of projects and initiatives across the Newfields campus. This position is tasked with developing innovative and successful designs for a wide range of projects within the graphic standards of the Newfields identity. Typical projects include exhibition and experiential graphics for indoor and outdoor applications, printed exhibition, marketing, and membership materials, and on-site way finding and signage. This position works closely with staff from across departments at Newfields, including other designers, marketing managers, copywriters, photographers, and outside vendors.

### **ESSENTIAL JOB FUNCTIONS**

- Reviews work produced by graphic designers on staff, collaborates with Chief Designer and other colleagues to review projects on an ongoing basis
- Creates concepts and designs for exhibition, marketing, and program needs as assigned. Projects include exhibition graphics, print collateral (multi-page publications, invitations, advertising, posters, direct mail pieces) wayfinding materials, and more.
- Works with exhibition designers to create concepts and designs for exhibition graphics to enhance visitor experience.
- Works with a variety of vendors to assure all projects are produced on time and on budget; attends press checks as needed.
- Supports institution-wide initiatives in both lead and supporting roles.
- Serves on various committees as assigned. Participates in exhibition development core teams.

*Other duties may be assigned.*

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**EDUCATION and/or EXPERIENCE**

- Bachelor's degree in Graphic Design or Visual Communication Design, with a minimum of 5 years related experience.
- Experience evaluating the work of and supervising other designers

**OTHER SKILLS AND ABILITIES**

- Excellent verbal and written communication skills. Ability to multi-task and work under deadline pressures while maintaining a strong attention to detail.
- Strong knowledge of pre-press and commercial print processes.
- Proficient in InDesign, Photoshop, and Illustrator in a Mac environment.

## **GRAPHIC DESIGNER (JR)**

(Please specify "*Graphic Designer*" in subject line if you email your resume)

Reports To: Chief Designer

Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

The Junior Graphic Designer works as part of a collaborative creative team to produce design solutions for projects campus wide, while working within graphic standards of the Newfields brand. This position works closely with other staff designers, marketing managers, copywriters, photographers, and outside vendors.

### **ESSENTIAL JOB FUNCTIONS**

- Designs print collateral as assigned for all departments and exhibitions while maintaining the Newfields brand.
- Creates concepts and implements designs for marketing and development print needs as assigned. Projects include brochures, signage, fliers, invitations, advertising, posters, direct mail pieces and more.
- Works with exhibition designers to create concepts and designs for range of exhibition needs.
- Works with a variety of vendors to assure all projects are produced on time and on budget, and attends press checks.
- Supports institution-wide initiatives as needed in both lead and supporting roles.
- Serves on various committees as assigned.

*Other duties may be assigned.*

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### **EDUCATION and/or EXPERIENCE**

Bachelor's degree in Graphic Design or Visual Communication Design, with related professional experience.

### **OTHER SKILLS AND ABILITIES**

- Excellent verbal and written communication skills.
- Ability to multi-task and work under deadline pressures while maintaining strong attention to detail.
- Strong knowledge of pre-press and commercial print processes.
- Proficient in InDesign, Photoshop, and Illustrator in a Mac environment.

## **GUEST EXPERIENCE ADMINISTRATOR AND RECEPTIONIST**

(Please specify "*Guest Experience Administrator and Receptionist*" in subject line if you email your resume)

Reports To: Guest Services Manager

Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

We are seeking a full-time Guest Experience Administrator and Receptionist to join the Newfields team. The person in this position is responsible for creating a warm, helpful atmosphere for guests arriving to or calling our Administrative Offices, notifying colleagues of appointment arrivals, and maintaining various administrative details to support not only Guest Services, but all departments across the organization. This position post is located at the main entrance to the Newfields Administrative Suite and Reception Desk, and will handle all incoming calls through our telecommunication system.

We are seeking a professional with:

- A highly intuitive, adaptable communication style
- The ability to work under stressful, high-traffic events; including telephone and in-person communications
- An empathetic, patient approach to working with others
- Detailed communication and document creation skills

### **ESSENTIAL JOB FUNCTIONS**

- Provide exceptional customer service to our diverse guests—both in person and over the telephone—as it relates to special events, exhibitions, membership, education programs, group tour opportunities, dining, retail and campus-wide amenities.
- Operate Administrative Suite access for guests and greet them appropriately.
- Facilitate guest visits and appointments by contacting appropriate colleague and create sign in and package receipt procedures.
- Maintain up-to-date knowledge of current and upcoming Newfields events, exhibitions and programs; create a knowledge resource system to house this information.
- Become proficient in onsite events and ticketing system.
- Process donation requests from organizations, schools, businesses, etc through the mid-west area. Issue tickets, passes, and other donations to approved inquiries.
- Process and administer photography pass applications; monitor and maintain email inbox for passes.
- Create daily and weekly schedules for internal/external operations.
- Document comments from guests into task management system for organized way of reporting feedback.

- Professionally answer all telephone inquiries.
- Receive faxes and maintain confidentiality of documents; notify appropriate colleagues.
- Receive incoming/outgoing envelopes; notify appropriate colleagues.
- Maintain an organized work area—as the first Newfields administrative impression.
- Maintain a professional image to include appropriate dress and conduct as a Newfields administrative representative.
- Cross train other functions within Guest Services department – including Welcome Desk, Call Center, Lilly House, outdoor spaces, membership sales, and event ticketing.

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### **EDUCATION and/or EXPERIENCE**

High school diploma and two years prior administrative/public experience

### **OTHER SKILLS AND ABILITIES**

Ability to engage guests in spontaneous conversation relating to the amenities or programs of Newfields. Ability to effectively present information in one-on-one and small group situations. Excellent telephone etiquette. Computer skills. Typing skills. Ability to professionally operate 12-line telephone console. Organizational skills. Recordkeeping skills. Excellent communication skills.

## **PREPARATOR/MOUNTMAKER**

(Please specify "Preparator/Mountmaker" in subject line if you email your resume)

Reports To: Chief Preparator

Basic Work Week: 37.5 hours per week, M-F.

### **OVERVIEW**

Responsible for: management of museum mount shop, production of display mounts (fixtures), preparation of galleries for exhibition installations, art relocation services and permanent collection processing support to assure artifact safety, production and application of packaging for art transit, installation and de-installation or art and art support furnishings.

### **ESSENTIAL JOB FUNCTIONS**

- Participate in art installation and de-installation, crating and uncrating works of art by proper handling, lifting, moving, placing, and hanging works of art as required by the IMA art handling guidelines.
- Responsible for metal working needs of the department. See Specialty Mount Maker Addendum. These responsibilities will include production of structures designed to display objects of art ranging from jewelry to large stone objects and will include technologies ranging from fine jewelry torches to TIG and stick welding.
- Prepare galleries for exhibition installations, including patching and painting gallery walls, locating and moving gallery furnishings, and implementing designs for temporary exhibitions.
- Maintain and refurbish gallery installations, including patching and painting walls and exhibition furnishings for permanent collection.
- Deliver, install, de-install, and collect works of art by truck, both locally and interstate.
- Work with curatorial, conservation, and registration departments to gather information, e.g., for art moves, art conservation problems, approvals for art moves.
- Work within the installation crew with appreciation of the team and its mission.
- Handle miscellaneous exhibition duties, including maintenance of storage, hanging carts, and collecting supplies and materials for art installations.

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To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

Professional level of knowledge needed in specialized field, equivalent to that which would be acquired by completing a four year college program and one to two years job related experience, or equivalent combination of education and experience.

## **OTHER SKILLS AND ABILITIES**

Knowledge of finish construction and the ability to use hand and power tools and hardware along with good manual dexterity. Knowledge of art handling, including installation skills. Knowledge of exhibition design. Knowledge of art. Painting skills. Organizational skills. Must pass Government conducted Security Threat Assessment and annual certification tests, and execute related directives and regulations. Must occasionally lift and/or move up to 75 pounds. If activities require, must be willing to take spirometry test and be fit tested for respirator.

### **Specialties addendum for Mount Maker**

#### **Essential job functions:**

- Design mounts for art objects requiring mounts for reasons of presentation, stabilization or security.
- Fabricate mounts using technologies including but not limited to silver soldering (brazing), MIG, TIG and stick welding, epoxy putty impressions, and lay up resins.
- Work in conjunction with conservators, gallery designers, curators and visiting couriers to determine appropriate support for object display.
- Maintain database inventory of mounts related to permanent and temporary galleries.
- Maintain file of installation notes for objects in museum's permanent collection.
- Maintain mount shop, its equipment and its material inventories
- Supervise and assist approved staff in mount room with functions of equipment and appropriate use of materials. Monitor safe and proper use of tools including TIG welder, oxy-acetylene torch, grinders and saws. Provide safety equipment when needed.

### **LEVEL THREE GENERAL HVAC TECHNICIAN**

(Please specify "Level 3 General HVAC Technician" in subject line if you email your resume)

Reports To: Associate Director of Facilities  
Basic Work Week: 40 Hrs, some nights/weekends.

#### **OVERVIEW**

Provide Facilities maintenance support for the Museum.

#### **ESSENTIAL JOB FUNCTIONS**

- Performs semi-skilled maintenance activities on building facilities and equipment.
- General Maintenance including painting, light bulb replacement, adding salt to water softeners, change filters and any other
- tasks assigned.
- Help maintain and make adjustments to HVAC in Krannert, Clowes, Hulman and Wood buildings.
- Help maintain and make adjustments to HVAC of all outbuildings
- Oversee building maintenance and troubleshooting when assigned to work on the weekends.
- Ability to work some evenings, On Call and weekend rotation.
- Complete and maintains work order documentation on Computerized Maintenance Management System

*Other duties may be assigned.*

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **EDUCATION and/or EXPERIENCE**

High school diploma and two years experience in a related position.

#### **OTHER SKILLS AND ABILITIES**

Must have proficiency with hand tools, electrical tools, and electrical measuring devices. Must possess the ability to work under pressure and constant change.

## **CUSTODIAN**

(Please specify "Custodian" in subject line if you email your resume)

Reports To: Assistant Director of Facilities, Custodial Services

Basic Work Week: 40 hours per week, some evening/weekends required.

### **OVERVIEW**

To provide overall cleanliness of the interior of the museum buildings and facilitate moves, pickup, deliveries, special work orders, and special event functions.

### **ESSENTIAL JOB FUNCTIONS**

- Handle general custodial duties, including cleaning of restrooms, galleries, office area, café, locker rooms, showers, garage interior, plaza level outside, outbuildings, dock, hallways, stairs and outside areas when used. Empty, clean and maintain trash cans.
- Transport, set-up and rear down special event furniture and accessories. Tear down, remove trash and clean up after all events.
- Maintain floors by proper cleaning, including but no limited to vacuuming, dust mopping damp mopping, Stripping, waxing and buffing all hard surface floors. Also clean by bonnet or extraction all carpets.
- Handle appropriate supplies and products for the various job duties.
- Handle labor intensive work orders, including but not limited to furniture moving, pickups and deliveries for IMA departments and affiliate organizations.
- Handle outside pickups and deliveries using museum vehicles or rented equipment.
- Assist in maintenance of museum vehicles.

*Other duties may be assigned.*

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma and two years `experience in a related position or Trade School certification



## **PART-TIME and/or SEASONAL POSITIONS:**

### **AUDIENCE RESEARCH ASSOCIATE**

Please specify "Audience Research Associate" in your subject line if you email your resume)

Reports To: Assistant Director of Audience Research and Evaluation

Basic Work Week: Part-Time, 4-12Hrs/Wk

### **OVERVIEW**

To better enhance visitor experience at the IMA, Lilly House, 100 Acres: The Virginia B. Fairbanks Art & Nature Park, the Audience Research Associate will work with the Manager of Audience Research and Evaluation to carry out studies covering various IMA offerings including the general exit survey, and exhibitions and programs evaluations. This will include the collection of data primarily via intercept surveys and interviews.

### **ESSENTIAL JOB FUNCTIONS**

- Collect data for exit surveys and exhibition evaluations.
- Assist with collecting data for other studies as they arise, which could include front-end and formative evaluations to help inform decisions on IMA offerings.
- Enter data from paper questionnaires and transcribe responses from interviews.
- Use appropriate tools effectively such as prompt cards, iPad, and SurveyMonkey™.
- Communicate any oral feedback received from visitors that could help enhance the Museum experience and make any suggestions for improvements to the data collection process.
- Remain up to date on audience research and evaluation methods and apply to current work.
- Must be able to work independently and as part of a team.
- Must be available evenings and weekends for a shift of up to five hours. Number of shifts per month is flexible with a minimum of four.

*Other duties may be assigned.*

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree in anthropology, education, marketing, museum education, museum studies, or a related field. Previous experience conducting audience research and program or exhibition evaluation required.

Ability to interact well with diverse audiences, effectively present information, and respond to questions. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Ability to follow detailed instructions and execute tasks with precision. Must be punctual.

## **SEASONAL GUEST SERVICES ASSOCIATE**

(Please specify "*Seasonal Guest Services Associate*" in subject line if you email your resume)

Reports To: Guest Services Manager

Basic Work Week: Up to 20 hrs/week, nights and weekends included.

### **OVERVIEW**

As ambassadors for Newfields, Guest Services Associates provide exceptional customer service by creating a warm, positive atmosphere; guests become inspired as they learn all Newfields has to offer. Guest Services Associates will constantly uphold a high level of efficiency in operations and ensure the requirements of guest and hospitality standards are met.

This is a seasonal position running through June 2018 for our upcoming spring exhibitions and programming. Coming in April and May, *Hello Spring* will feature The Garden bursting into bloom across campus. From orange tulips to purple cabbages, an endless sea of color awaits as guests stroll the expansive Garden. We are searching for dynamic, social individuals to join us and help our guests enjoy as the spring season unfolds.

### **ESSENTIAL JOB FUNCTIONS**

- Uphold a center of excellence in customer service to all guests.
- Answer questions about programs, exhibitions, events, policies, gardens, and buildings at Newfields.
- Be knowledgeable of all membership levels and information in order to sell and renew memberships.
- Interpret and manage the needs of guests during high volume events and exhibitions.
- Work and communicate well with a dynamic group of guests.
- Assist in coordinating parking lot operations, to include directing cars while working in outside environments.
- Learn and become proficient in on-site ticketing system.
- Function with flexibility on a team with multiple roles, facets, and locations throughout the campus.
- Ensure all needed supplies are available and maintain an orderly area at each workstation.
- Balance and maintain accurate money till.

*Other duties may be assigned.*

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

High School diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

## **SEASONAL GREENHOUSE PLANT ASSISTANT**

(Please specify "Seasonal Greenhouse Plant Assistant" in subject line if you email your resume)

Reports To: Greenhouse Manager

Basic Work Week: Part-Time, approximately 24 hours/week, some nights/weekends.

### **OVERVIEW**

To assist Greenhouse Manager and Greenhouse Coordinator to ensure the Greenhouse runs smoothly with particular emphasis on living materials and excellent guest service

### **ESSENTIAL JOB FUNCTIONS**

- Perform daily maintenance of all greenhouse crops, including watering, fertilization, grooming, propagation and pest control, drawing on knowledge and experience working with live plant material including orchids & succulents.
- Work with staff to produce and maintain interesting greenhouse displays indoors and out. Maintain plant displays in other Newfields buildings within boundaries in Floral Policy.
- Provide guest service by providing general information about greenhouse plants and Newfields activities. This may include working evening hours.
- Participate and assist with preparations for special events, workshops, classes and tours.
- Work with volunteer staff by delegating task assignments and monitoring work to be completed in an efficient manner.
- Provide general greenhouse/headhouse maintenance and plant care. Transport plants to retail store, museum and Lilly House displays when needed. This includes the ability to lift 40 pounds unaided.

*Other duties may be assigned.*

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Post high school training, gardening/plant care experience and customer service experience required.

### **OTHER SKILLS AND ABILITIES**

Knowledge of plants required. Plant propagation and orchid growing experience is a plus. Organizational skills. Computer skills. Valid Indiana driver's license is required, ability to obtain and retain Indiana pesticide applicator's license. Customer service and cash register experience.

## **SEASONAL SECURITY ASSOCIATE**

(Please specify "Seasonal Security Associate" in subject line if you email your resume)

Reports To: Gallery Guide Supervisors

Basic Work Week: Approx. 15 hrs, including nights and weekends.

### **OVERVIEW**

Provides security and safety of the Museum, our Guests, and Staff. Requires prolonged periods of standing and walking inside and outside. The seasonal security associate will be trained by our security team and posted throughout the campus to remain vigilant while providing exceptional customer service to our guests. All security personnel are trained to report incidents, accidents, and medical emergencies.

### **ESSENTIAL JOB FUNCTIONS**

- Interact with the general public and museum staff. Possess strong people skills
- Assist guests in regard to general inquiries and museum rules by representing the Museum and security staff in a professional and customer service oriented manner
- Post and rove, observing artwork and guests in assigned post of responsibility. This includes the Lilly House and the Art & Nature Park
- Work independently with the ability to exercise good judgement in carrying out the museums standard policies and procedures for the security and safety of our guests and the artwork.
- Completes daily inventories of all galleries
- Work independently with the ability to exercise good judgement in carrying out the museums standard policies and procedures for the security and safety of our guests and the artwork.
- Position requires prolonged periods of standing and walking. Approximately 95% of time is spent standing or moving around inside galleries, outside on Grounds, and in the Gardens. Must be able to stand and remain alert for extended period of time
- Proficient in computer programs Microsoft Office (Word/Outlook)
- Report all incidents, accidents, or medical emergencies as required. Respond to emergencies, such as medical and bomb threats; and to alarms, such as fire and intrusion by following emergency response procedures
- Implement appropriate emergency responses to fire, safety, and access procedures by following security procedures established for these emergency responses
- Strong written and verbal communication skills. Write reports of daily activities and irregularities of the art or unsafe conditions within the gallery such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences

*Other duties may be assigned.*

To perform the job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Applicant must have a high school diploma/ GED equivalent and the ability to complete the required security training for the position. Proficiency in use of computer programs such as Microsoft Office (Word/Outlook). Have excellent customer service attitude and related experience.