

Rachel J. Smith

(630) 592-4621 rjsmith2@gmail.com

WORK EXPERIENCE

Texas Ranger Hall of Fame and Museum

Assistant Collections Manager

Manage the museum's artifact, archival, and photograph collections, and interpret the history of Texas and the Texas Rangers for the general public. Manage museum collections by processing new acquisitions and loans, maintaining collections database and records, and conducting biennial inventory. Assist in the design, development, and installation of displays and exhibits, together with the Exhibits Committee. Conduct research on artifacts and general history, and write for social media, exhibit label copy, newsletter and other articles. Work with donors, and assist researchers and visitors with inquiries. Present group tours and public programs/presentations, in-person and virtual. (04/2018 – present)

- Project lead for implementing PastPerfect Online collections website and supervising collections volunteer. Maintain collections website and other digital elements.
- Developed an exhibit and lecture program with the local library (pre-covid) to build greater community engagement with the museum and collections.

Fort Bend History Association

Collections & Interpretation Intern

Assisted in the interpretation of local history through guided tours, interactive school programs, and other public programs. Provided collections care including cataloging and collections research, and assisted in exhibit planning and development with the exhibit planning team for the Fort Bend Museum and George Ranch Historical Park. (01/2018 – 03/2018)

- Conducted research on African American history for use in programs and assisted with exhibit 'Triumphs and Tribulations: African American History in Fort Bend County'.

Texas Historical Commission

Educator/Interpreter (Program Specialist II), Confederate Reunion Grounds State Historic Site

Independently researched, developed and coordinated educational programming and events. Conducted historical and general research for blog posts, programs, and presentations. Promoted the site and programs, including preparing press releases and print materials, managing social media pages, and website maintenance. Performed outreach, partnered with local organizations, and participated in cooperative programs. Assisted in daily operations of the Visitor Center and provided courteous service to all visitors. Other duties included gift shop management and Volunteer Board liaison. (02/2017 - 07/2017)

- Managed large-scale school programs and the annual Civil War reenactment event.

The Art Institute of Chicago

Senior Sales Assistant

Managed the daily operations of high traffic gift shops in multiple locations across the museum. Provided excellent customer service, oversaw proper money-handling, opening and closing procedures, trained new employees, and addressed customer questions and complaints. Created and maintained appealing store displays for new products and promotions. Cross-trained in Visitor Services to provide assistance during peak hours. (08/2014 - 01/2017)

Robert R. McCormick Museum

Tour Guide

Independently led guided tours through a historic home. Engaged with diverse visitors including school groups, international visitors, families, and VIP groups, through tours, orientation, and special events/programs. Assisted the Curator on special projects; performed collections cataloging, condition reporting, and inventory. Conducted research, and assisted in exhibit development. Conducted research with small team for McCormick Interactive Timeline project with partner organization. (09/2013 – 08/2014, 03/2011 - 09/2011)

Rail Europe Group

Seasonal Travel Consultant

Delivered high level of customer service in fast-paced and results-oriented environment. Planned and booked travel arrangements for customers via phone using complex international reservation systems. Ensured record accuracy and call quality, surpassed all sales targets, and recognized for providing quality customer service. (03/2013 - 08/2013)

Kohl Children's Museum

Project Management Intern

Managed portion of \$50K grant project to promote emergency preparedness planning by creating an accessible online database for facilities and operations data. Implemented digitization project of facility records and archival materials using SquareSpace website builder, cooperating with staff and external partners. (11/2012 - 03/2013)

Royal Albert Memorial Museum

Collections Intern

Researched and developed interpretive content for digital media tours, as part of the Exeter Time Trail project. Researched and developed content for newsletter and social media. Assisted in object handling and packing for transportation to new storage facility. Assisted curatorial staff in cataloging, research, and updating collections records. (07/2012 - 09/2012)

ADDITIONAL INFORMATION

The Field Museum of Natural History, Registration Volunteer, Anthropology (01/2016 - 10/2016)

Elmhurst Art Museum, Collections Volunteer (02/01/2014 - 06/27/2014)

Glen Ellyn Historical Society, Collections Volunteer (02/2014 - 07/2014)

Organizations & affiliations: Association of Registrars and Collections Specialists member, Texas Association of Museums (TAM) member and committee for 2022 Annual Conference, TAM Mentorship Program, Museum Association of Waco, Museum Emerging Leaders of Texas

EDUCATION

University of Leicester

Leicester, UK

MA in Museum Studies with Distinction; January 2013. International Academic Merit Award.

Activities: Staff-Student Consultative Committee delegate, Museum Society.

University of Illinois

Urbana-Champaign, IL

BFA in Art History with Honors; June 2009. Outstanding Senior Merit Award in Art History.

Activities: Art Museum Gallery Attendant, Society for Art History and Architecture treasurer.