



## **Visitor Services Associate**

*The Museum of the City of New York celebrates and interprets the city, educating the public about its distinctive character, especially its heritage of diversity, opportunity, and perpetual transformation. Founded in 1923 as a private, nonprofit corporation, the Museum connects the past, present, and future of New York City. It serves the people of New York and visitors from around the world through exhibitions, school and public programs, publications, and collections.*

The Museum seeks an enthusiastic and outgoing Visitor Services Associate to join the Visitor Services and Retail team. The ideal candidate should be well rounded and organized and must possess excellent communicative, interpersonal, and computer skills, with the ability to juggle multiple and diverse assignments. They will have experience working in a department office in a cultural institution, proven track record of working in a fast-paced environment, and proven success in a customer service role.

### **Roles and Responsibilities: Sample**

- Directly interact with the public, providing exceptional customer service including general museum information, policies and procedures, and working in the Museum Coat Check.
- Maintain up-to-date knowledge of Museum programming, Membership benefits and events, tour topics and offerings, daily gallery closings, and all operational changes
- Assist with Retail projects such as tagging, labeling, and restocking
- Restock frontline desk materials and maintain organized workspaces in the museum shops
- Assist with check-in and admissions at public programs
- Other duties as assigned.

### **A successful candidate will have:**

- Excellent communication and interpersonal skills required
- Professionalism, patience, and manners with a diverse population from around the world
- Strong organizational skills with the ability to prioritize required
- Ability to follow direction from supervisors
- Strong attention to detail and administrative skills
- Ability to interact with the public and staff in a positive, enthusiastic manner
- Ability to enforce Museum policies and procedures while maintaining superior customer service
- Ability to troubleshoot customer service and technological issues; assessing when to escalate to management
- Must be able to work in a collaborative team environment, but also independently as needed
- Must be able to work weekends and holidays

Please send resume with cover letter to the Museum of the City of New York, Attention: Human Resources Department, 1220 Fifth Avenue, New York, New York 10029 or email to [jobs@mcny.org](mailto:jobs@mcny.org). To be considered, please include **Visitor Services Assistant** within the subject line of your email.

*The Museum of the City of New York is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and the audiences who are curious about learning more about its history and engaging in contemporary urban issues. Our staff members are dedicated to working towards a common goal: creating the most dynamic and inspiring city museum in the world.*

*The Museum of the City of New York is an equal opportunity employer. As such, the museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification, marital status, military status or veteran, national origin, political*

*association, political/personal convictions, predisposing genetic characteristics, race, religion, sex, sexual orientation, socio-economic status, geographic location, philosophies, or any other classification protected by federal, state or local laws, in all employment decisions, including but not limited to recruitment, hiring, training, compensation, promotion, demotion, transfer, lay-off, and termination, and all other terms and conditions of employment. All employment-related decisions are based solely on relevant criteria including training, experience, and suitability.*