

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 Visitors Service Associate serves the vital role of welcoming guests from all walks of life to the Museum and connecting them to this distinctive institution.

Roles and Responsibilities:

- Directly interact with the public, providing exceptional customer service, including general museum information, policies, 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 be:

Well-rounded, organized, and welcoming with excellent communication, interpersonal, and computer skills, with the ability to juggle multiple and diverse assignments. The candidate will have experience working in a department office in a cultural institution, a proven track record of working in a fast-paced environment, and proven success in a customer service role.

- Excellent communication and interpersonal skills required.
- Professionalism, patience, and manners with a diverse population from around the world, including those with language barriers and special access needs
- 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

BENEFITS

Benefits include paid time off, including sick and vacation time, and free or reduced admissions to participating cultural institutes.

HOW TO APPLY

Please email your resume and cover letter to the Museum of the City of New York Attention: Human Resources Department to 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 or expression, marital status, military status or veteran, national origin, political association, political/personal convictions, predisposing genetic characteristics, race (including traits historically associated with race, such as hair texture and style), religion (including attire, clothing or facial hair worn in accordance with religious requirements), sex (including pregnancy, childbirth or related medical conditions and transgender status), 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. The museum complies with applicable state and local law governing nondiscrimination in employment which prohibits discrimination and harassment against any employees, applicants for employment or interns, as well as contractors, subcontractors, vendors, consultants, other individuals providing services in the workplace or their employees in every location in which the museum has facilities.