

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 enthusiastic and outgoing individuals with admissions and retail experience to join our Visitor Services/Admissions Department. The Associate serves the vital role of representing the Museum and welcoming guests from New York City and around the world. Applicants must be available to work evenings, weekends, and holidays when required. This is a part-time position for up to 29 hours per week. The Visitor Services Associate reports to the Manager, Visitor Services/Admissions.

Roles and Responsibilities:

Associates will assist with a range of visitor experience activities, which include:

- Greeting visitors
- Selling tickets
- Operating and maintaining the coat check
- Selling merchandise
- Maintaining the upkeep and appearance of shop and workstations
- General support of the Visitor Experience

Essential Duties:

- Provide exceptional customer service to Museum visitors while assisting with the processing of admission tickets and shop merchandise
- Assist visitors and members with their ticketing and other needs, including general admission, screenings, and other programs and events, including:
 - Managing admissions desk at main and staff entrances.
 - Admissions screening including reviewing visitor proof of vaccination and identification.
 - Alerting visitors to Museum closings and schedule changes.
 - Greeting visitors and providing admissions service for indoor and outdoor events.
- Respond to visitor inquiries via phone and email.
- Assist visitors with coat/bag check.
- Maintain an accurate cash drawer and assist with daily opening/closing procedures when required.
- Assist with maintaining merchandise displays and shop appearance; assist in ensuring all products are fully stocked and tagged, and that merchandise displays are replenished.
- Assist with maintaining clean and well-organized storage areas.
- Perform other duties within the Visitor Services and reception areas, as needed.

A successful candidate will be:

Welcoming with excellent customer service, communication, interpersonal, and computer skills. Successful candidates will be well-rounded, organized, and able to juggle multiple and diverse assignments. Experience working at a cultural institution is a plus. A proven track record of working in a fast-paced environment, and proven success in a customer service role is ideal.

Requirements

- High School diploma
- Excellent communication and interpersonal skills
- 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 an ability to prioritize
- 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 excellent customer service
- Ability to handle customer service issues; assessing when to escalate to management
- Ability to troubleshoot technological problems; 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, with some evening work as needed.

Physical Demands & Work Environment

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color and peripheral vision, depth perception, and the ability to adjust focus. On occasion the employee may be required to work outside events with weather conditions including heat and cold. The noise level in the work environment is usually moderate.

In accordance with NYC Executive Order 225 proof of COVID-19 vaccination is required. Reasonable accommodations may be made upon request in accordance with applicable federal, state, and local law.

BENEFITS

The position is eligible for part-time benefits including safe and sick leave, retirement plan, and Employee Assistance Program. Your employment relationship with the Museum qualifies you for free or discounted admissions to other participating cultural institutions.

HOW TO APPLY

Please email your resume and cover letter in pdf format to the Museum of the City of New York Attention: Human Resources Department to jobs@mcny.org. To be considered, include **Visitor Services Associate** 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.