

Manager, Visitor /Retail Customer Relations

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 of the City of New York is seeking a smart, hardworking, detail-oriented, energetic, and experienced Manager, Visitor and Retail Customer Relations to lead the Museum's ticketing, customer service, and retail sales team.

Reporting directly to the Chief Operating Officer, this position will manage the hiring, training, scheduling, supervising, and motivating the staff of approximately 15 part-time employees. Working in close collaboration with the Associate Director of Retail, this position will be focused on maximizing visitor satisfaction while assisting in achieving retail sales goals. Successful candidates must have excellent leadership, sales, organizational, and interpersonal and communication skills. A strong sense of collaboration is essential in working with other Museum departments, including Facilities, Education, Public Programs, Marketing, Finance, and Development.

Responsibilities:

- Manage staff of approximately 15 Visitor Services/Retail Associates.
- Oversee training and performance evaluation.
- Manage weekly schedule, including coverage for after-hours events in conjunction with Public Programs, Groups, Events, and Membership departments.
- Supervise and maintain efficient daily operations, including accounting processes and reconciliations for opening and closing the shops and admissions, monthly income and expense reconciliations, etc.
- Track and respond to visitor feedback; develop and implement trainings, programs, and policies aimed at providing superior customer service.
- Provide daily policy reminders to staff, including communication regarding special promotions, discounts, museum programs, etc.
- Perform periodic reviews of cash handling protocols to ensure that all aspects of operations meet Museum standards.
- Manage scheduling of various institutional trainings and workshops for Visitor Services/Retail Team ensuring Museum operations continue without disruption.
- Maintain accurate reconciliation of and approve timesheets using the payroll system.
- Manage accounts with third party ticketing vendors, including end of month redemption reconciliations Meet weekly with the COO and Associate Director of Retail to provide feedback and receive input regarding previous week, including guidance and training related to supervisory responsibilities.
- Recruit, train, and motivate staff to ensure exceptional customer service.
- Work with the Associate Director of Retail to train staff and sales strategies and help meet or surpass monthly and annual sales goals.
- Assist the COO in developing, managing, and staying on budget.
- Sell memberships and encourage staff to achieve or surpass membership sales goals.
- Ensure that staff comply with all departmental and institutional policies.
- Maintain updates to the Visitor Services/Retail Associate training manual.
- Maintain adequate inventory of all Admissions desk and Retail supplies.

- It is expected that the manager will spend at least 75% of their time on the sales floor working directly with customers and staff.

A successful candidate will have:

- A minimum of 3 years of experience in customer service and/or retail management, with a museum or non-profit background a plus.
- Must be able to provide a high level of customer service to all internal and external customers.
- Proven success managing and leading a dedicated staff.
- Strong organizational skills.
- Able to analyze and report on data, i.e., sales and attendance.
- Detail oriented and able to maintain integrity of ticketing database.
- Proven ability to handle a diverse workload and multiple priorities.
- Must be a TEAM player and ready to jump in when needed.
- Must be able to work collaboratively with various Museum departments and others.
- Proficient with Microsoft Office programs.
- Experience with Shopify POS a plus.
- Experience with Blackbaud Altru a plus.
- Bachelor's degree preferred.
- Merchandising/visual presentation skills are a plus.

Benefits:

- Competitive benefits package including medical, dental, vision, life insurance, 401K and pension plan and generous paid time off.
- Reciprocal access to participating museums and cultural institutions.

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 **Manager Visitor Retail Customer Relations** 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 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.