



Group Experiences Coordinator

The Museum of the City of New York fosters understanding of the distinctive nature of urban life in the world's most influential metropolis. It engages visitors by celebrating, documenting, and interpreting the city's past, present, and future.

The Museum of the City of New York (MCNY) seeks a part-time Group Experiences Coordinator to support the day-to-day operations of our group experiences and tours, including development and scheduling of experiences, coordination of payment and logistics, and scheduling of Museum Guides. This position reports directly to the VP, Revenue and Visitor Experiences.

Roles and Responsibilities:

Operations & Outreach

- Coordinate and schedule assignment of group experiences with respective Museum Guides.
- Project manage the creation of new virtual tour products for key exhibitions.
- Systematize acquisition and retention efforts utilizing project management and marketing tools to support booking of tours.
- Cultivate and manage targeted group outreach events and programs; make personal appearances to sell group tour.

Marketing Strategy & Development

- Maintain database and track group sales leads, inquiries, lost business, sales revenue, and provide ongoing status reports as required.
- Establish and maintain relationships with key partners in travel, tourism, conventions, universities, NYC & Company, and meeting partners with a strong focus on tour wholesalers and tour operators.
- Attend travel industry tradeshow and hospitality networking events.
- Report on customer relationships, customer satisfaction, sales forecasts, and new prospects.

Digital & Social Marketing

- Responsible for maintaining, updating, and reporting analysis for Bloomberg Connects App.
- Act as daily liaison between the Museum and Bloomberg Connects.
- Design and implementation of email (mailchimp) and social media.
- Perform other duties as assigned.

A successful candidate will have the following skills:

- Bachelor's Degree or the equivalent combination of education/experiences. Marketing, communications, arts administration, museum studies, or related discipline preferred.
- 2+ years of tourism, group sales or public program experience in a museum or related field. Arts and culture, or tourism experience preferred.
- Knowledge of New York City history.
- Excellent communication skills – verbal and written.
- Self-motivation and excellent organizational skills.

MCNY is committed to a diverse and inclusive work environment. Studies show that candidates from marginalized or underrepresented groups often feel they must meet or exceed all of the qualifications to apply, when in reality a successful candidate has many but not all of the qualities listed in the job posting. We encourage you to apply if you meet many of the skills outlined above and have the desire and capacity to learn the rest on the job.

BENEFITS

This is a part-time position that is scheduled for up to 29 hours per week, 3 days on-site, at \$30 per hour. The position is eligible for part-time benefits including sick leave, retirement plan, and Employee Assistance Program. Employment relationship with the Museum qualifies you for free or discounted admission to other participating cultural institutions.

Physical Requirements:

While performing the essential functions of the job, the employee is regularly required to:

- Remain stationary at, converse through, and use a computer for significant periods of time.
- Use computer to see computer monitor screen, and use fine motor skills to use keyboard.
- Troubleshoot and manage multiple projects with ease and calm.
- Stand, traverse, or remain stationary in museum public (event) spaces for long periods of time.
- Lift up to 20 lbs. of materials in preparation for events.
- Stand, walk, talk, and hear extensively throughout the museum.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

HOW TO APPLY:

Please email your resume and a cover letter explaining your interest in the position and relevant experience to jobs@mcny.org. To be considered, please include Job Title **1002GEC** in 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.