



### **Associate, Visitor Services**

*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 **Associate, Visitor Services** is an essential member of the Visitor Services and Retail Experience team that will be responsible for providing a welcoming experience for visitors to the Museum from New York City, across the country, and around the world. As a person who is the first point of contact for our visitors, the Visitor Services/Retail Associate is an Ambassador for the Museum and should represent the Museum in the best light possible by being friendly, knowledgeable, helpful, and engaging. This is a part-time, regular position that reports directly to the Manager, Visitor Services and Retail Experience.

### **Roles and Responsibilities:**

- Assist all visitors and members of the Museum with their ticketing and other needs, including general admission, screenings, and other events.
- Manage admissions desk at main and other entrances.
- Screening of visitor information, including proof of vaccine and identification, or other requirements as needed.
- Alerting visitors to Museum closings and schedule changes.
- Admissions services for indoor, outdoor, and occasional offsite events.
- Respond to visitor inquiries via phone and email.
- Assist visitors with coat/bag check.
- Keep accurate maintenance of cash drawers during their shift.
- Assist with daily opening/closing procedures. • Assist visitors with their purchases and ring up sales.
- Assist with maintaining merchandise displays and appearance; ensure all products are fully stocked, tagged, and replenished.
- Assist with maintaining clean and well-organized storage areas.
- Pulling, packing, and shipping merchandise for online, phone, and custom orders.
- Perform other duties as needed

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

- High School Diploma or Equivalency Diploma preferred.
- Availability to work weekends, holidays, and evenings
- Professionalism, patience, and manners with a diverse population from around the world, including those with language barriers and special access needs
- Strong attention to detail
- Excellent customer service skills
- A commitment to diversity, equity, and inclusion and a passion for advancing equity and addressing structural racism within nonprofit organizations
- The desire to work in a collaborative, supportive environment
- The adaptability to work flexibly, including taking the lead on certain projects, working independently on others, and asking for guidance and assistance
- Excellent written and verbal communication skills
- Experience with Microsoft Office preferred

## Physical Requirements & Work Environment

Must be able to remain in a stationary position 75% of the time and able to traverse through office and museum gallery environment. Requires the ability to operate standard office equipment including computers and keyboards for extended periods of time. Exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects such as boxes and tablets. Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers. The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading. 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. Requires travel to offsite locations throughout the five boroughs, including schools.

Candidates must be available to work a fixed four-day week schedule, with occasional weekend or evening work required.

## BENEFITS

This position is paid at \$17.50 per hour for up to 29 hours per week. We provide Sick Leave on an accrual basis to all employees. Your employment relationship with the Museum qualifies you for free or discounted admission to other participating 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](mailto:jobs@mcny.org). To be considered, please include **Associate, Visitor Services** 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.*