



Manager, Retail and Visitor Experience

The Museum of the City of New York (MCNY) 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 Manager, Retail and Visitor Experience is an essential member of the Visitor Services department that will lead the Museum's admissions, visitor experience, and retail sales team. This position will manage hiring, training, scheduling, supervising, and motivating a staff of approximately 10-15 part-time employees. This position is focused on maximizing visitor satisfaction and achieving admissions and retail sales goals, in close collaboration with the Associate Director of Retail and Visitor Experience and Assistant Manager of Retail and Visitor Experience. Successful candidates must have excellent leadership, sales, organizational, interpersonal and communication skills. Candidate must also possess the ability to work collaboratively with other Museum departments, including Facilities, Education, Public Programs, Marketing, Finance, and Development. This is a full-time, regular, position that reports directly to the Associate Director of Retail and Visitor Experience.

Roles and Responsibilities:

- Lead a team of 10-15 Visitor Services/Retail Associates, providing direction and support to ensure exceptional customer service.
- Supervise daily operations, including accounting processes, reconciliations, and cash handling protocols, ensuring adherence to museum standards
- Update and maintain the Visitor Services/Retail Associate training manual while regularly conducting training sessions and performance evaluations to enhance staff skills and performance.
- Coordinate institutional trainings and workshops for the Visitor Services/Retail Team, minimizing disruptions to museum operations.
- Develop and manage weekly schedules, coordinating coverage for after-hours events in collaboration with other departments such as Public Programs, Events, and Membership.
- Communicate policy updates, promotions, and museum programs to staff on a daily basis while enforcing departmental and institutional policies to maintain compliance.
- Review and approve timesheets using the payroll system, ensuring accuracy in payroll processing.
- Monitor and address visitor feedback, implementing training programs and policies to improve customer satisfaction.
- Manage relationships with third-party ticketing vendors, ensuring timely updates and accurate reconciliations.
- Collaborate with Associate Director of Retail and Visitor Experience to provide feedback and establish priorities.
- Recruit, hire, train, and motivate staff to achieve sales goals and deliver outstanding service.
- Assist in implementing sales strategies to meet or exceed monthly and annual sales targets.
- Contribute to budget management and adherence, working with the Associate Director of Retail and VE.
- Actively sell memberships and encourage staff to achieve membership sales goals.
- Ensure adequate inventory of Admissions desk and Retail supplies.
- Devote at least 75% of time on the sales floor, engaging directly with customers and staff to drive sales and maintain quality service. Perform other duties as needed
- Perform other duties as assigned.

A successful candidate will have:

- A commitment to diversity, equity, and inclusion and a passion for advancing equity and addressing structural racism within nonprofit organizations
- Bachelor's degree preferred; Associate's degree accepted.

- Minimum of 3 years' experience in admissions/customer service and/or retail management, with a museum or non-profit background a plus.
- Strong ability to provide a high level of customer service to all internal and external customers.
- Demonstrated experience in retail management and data analysis i.e. sales and attendance reports
- Proven ability to manage budgets, with proficiency in Microsoft Office.
- Foundation merchandising and visual presentation is advantageous.
- Familiarity with Blackbaud Altru and Shopify is preferred.
- Exceptional attention to detail, ensuring accuracy and integrity of ticketing database maintenance.
- Demonstrated capacity to manage a diverse workload and prioritize effectively in a fast-paced environment.
- Flexible and collaborative team player, readily contributing and adapting to meet evolving needs.
- Strong interpersonal skills, capable of working harmoniously with diverse museum departments and external stakeholders.
- Excellent written and verbal communication skills

Physical Requirements & Work Environment

This role requires traversing for 75% of the time and navigating office and museum environments. Proficiency in operating office equipment and occasionally lifting up to 50 pounds is essential, along with significant wrist, hand, and finger movements. Strong visual acuity (close, distance, color, and peripheral vision) is necessary for tasks like data analysis and computer use. Occasional outdoor work may be required.

BENEFITS

The salary for this position is \$50,000. The position offers a competitive benefits package including medical, dental, vision, FSA, HSA, life insurance, 401K and pension plan, short and long-term disability, critical illness, accident insurance, legal services and pet insurance, and Employee Assistance Program. The Museum has a generous paid time off policy including 12 sick days per year, vacation and 13 holidays. 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 to the Museum of the City of New York Attention: Human Resources Department to jobs@mcny.org. To be considered, please include **Manager, Retail and Visitor Experience** 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.