

NEW YORK TRANSIT MUSEUM

POSTING DATE: March 15, 2019
JOB TITLE: Visitor Experience Coordinator
SALARY RANGE: \$21 to \$25 per hour Commensurate with Experience
HOURS OF WORK: Part-time, 30 hours per week- Wednesday - Sunday

SUMMARY:

Founded in 1976, the New York Transit Museum is dedicated to telling and preserving the stories of mass transportation – extraordinary engineering feats, workers who labored in the tunnels over 100 years ago, communities that were drastically transformed, and the ever-evolving technology, design, and ridership of a system that runs 24 hours a day, every day of the year. Housed underground in an authentic 1936 subway station in downtown Brooklyn, the Transit Museum’s working platform level spans a full city block, is home to a rotating selection of 20 vintage subway and elevated cars dating back to 1904.

The New York Transit Museum is seeking an insightful and energetic Visitor Experience Coordinator (Coordinator) with demonstrated experience in providing excellent customer service, implementing educational programs for all ages, and supervising staff. The Coordinator will be a welcoming and informational presence for the Museum, facilitating engaging and high-quality experiences for visitors. This position will lead, coordinate, and assist with a variety of programs and special events such as children’s birthday parties, public programs, and drop-in gallery experiences for Museum visitors. The Coordinator will have a leadership role on weekends. The Coordinator will also assist in the management of Volunteers, Visitor Services, and Education personnel to help ensure consistent and quality customer service as the Museum’s visitors experience the cultural, social and technological history of public transportation in the New York metropolitan region.

RESPONSIBILITIES:

- Maintain a presence in the Museum galleries and exhibits to ensure a welcoming, positive, engaging, safe, and educational experience in the Museum.
- Be an enthusiastic ambassador for the Museum and its programs, greeting visitors and sharing daily and upcoming Museum events and related literature.
- Provide excellent customer service for all visitors, including engagement as well as logistics for events and programs, wayfinding, and safety, with colleagues.
- Support the weekend supervision of Visitor Experience and Education staff.
- Contribute to the development of drop-in experiences for visitors, under the supervision of the Education Specialist.
- Facilitate hands-on history, arts, and science-focused interactive experiences for visitors.
- Serve as a backup leader of birthday parties for children ages 3 and up.
- Become knowledgeable about the mission of the Transit Museum, the exhibits, content and collections contained therein and be enthusiastic, prepared and willing to share knowledge with Museum visitors.
- Use developmentally-appropriate strategies to engage visitors of all ages and enhance their understanding of the Transit Museum exhibits and collections.
- Prepare program materials, maintain Education Center and teaching carts.
- Contribute to the development of self-guided materials for visitors.
- Distribute and collect visitor surveys.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Enthusiasm, flexibility, and ability to work in a fast-paced, team-oriented environment.
- Experience providing excellent customer service.
- Experience working with visitors of all ages, especially in a museum or similar educational setting.

- Experience and interest in working as part of a team.
- Experience working with children's birthdays preferred.
- Ability to communicate effectively with individuals and groups in a fast-paced environment.

EDUCATION AND EXPERIENCE:

- Bachelor's degree from an accredited college or university in museum studies, history or a closely related field required.
- Museum experience preferred.
- Prior management experience preferred.

ABOUT THE NEW YORK TRANSIT MUSEUM:

The New York Transit Museum is the largest museum in the United States devoted to urban public transportation history, and one of the premier institutions of its kind in the world. The Museum explores the development of the greater New York metropolitan region through the presentation of exhibitions, tours, educational programs, and workshops dealing with the cultural, social, and technological history of public transportation. Since its inception over 40 years ago, the Museum, housed in a historic 1936 IND subway station in downtown Brooklyn, has grown in scope and popularity. The museum also maintains a gallery annex at Grand Central Terminal, an archive and an off-site 14,000 sf collections storage facility. As custodian and interpreter of the region's extensive public transportation networks, the Museum strives to share, through its public programs, this rich and vibrant history with local, regional, and international audiences.

The Visitor Experience Coordinator position is employed by the Museum's non-profit affiliate, Friends of the New York Transit Museum.

Application:

Qualified individuals interested in this job opening must apply by e-mail. Resume and cover letter should be sent as .doc or PDF to Angela Agard, Manager Administration: angela.agard@nyct.com. Specify subject as *Visitor Experience Coordinator*. Due to high volume of applicants, only those who qualify for an interview will be contacted.

Submission Deadline: April 15, 2019

Friends of the New York Transit Museum is an equal opportunity employer.