

# NEW YORK TRANSIT MUSEUM

**POSTING DATE:** June 14, 2019  
**JOB TITLE:** Family Programs and Visitor Experience Coordinator  
**SALARY RANGE:** \$30,000 (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 a Family Programs and Visitor Experience Coordinator (Coordinator) with demonstrated experience in providing excellent customer service, working with multigenerational audiences, and supervising staff. The Coordinator will help create a safe and welcoming environment during the days and periods with the highest visitation of multigenerational visitors, including weekends and school breaks. The Coordinator will develop strategies and materials that encourage engagement throughout the Museum, and will help supervise and train a team of part-time Visitor Experience Facilitators. This position provides support for a variety of programs and events such as family programs, children’s birthday parties, public programs, and drop-in gallery experiences for multigenerational visitors. The Coordinator will have a leadership role on weekends and will work with colleagues in the Education Department and across the Museum to manage the daily schedule, ensuring consistent and high-quality experiences for visitors. The Coordinator will assist the Family Programs and Visitor Experience Manager in hiring and training a team of Visitor Experience Facilitators who provide engagement throughout the Museum, assist with birthday parties, and help with wayfinding and safety.

## **RESPONSIBILITIES:**

- Maintain a presence in 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 programs and related literature.
- Provide excellent customer service for all visitors, including engagement, wayfinding, and safety.
- Support the weekend supervision of Visitor Experience and Education staff.
- Contribute to the development and implementation of drop-in experiences for visitors, under the supervision of the Family Programs and Visitor Experience Manager.
- Assist with hands-on history, arts, and science-focused interactive experiences for visitors.
- Serve as a backup birthday party leader for children ages 3 and up.
- Become knowledgeable about the Transit Museum’s exhibits, content and collections, and be enthusiastic, prepared and willing to share knowledge with Museum visitors.
- Use appropriate and respectful strategies to engage visitors of all ages.
- Prepare program materials, maintain Education Center and teaching carts.
- Distribute and collect visitor surveys.
- Assist with hiring and training part-time staff.

## **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 working with children's programs in a Museum or other informal learning environment.
- 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 supervisory 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 Family Programs and 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](mailto: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: July 1, 2019**

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