

NEW YORK TRANSIT MUSEUM

POSTING DATE: September 26, 2019
JOB TITLE: Visitor Experience Facilitator
SALARY: Commensurate with Experience (\$17/hour)
HOURS OF WORK: Part-time, primarily weekends, with some weekday and evening hours. Approximately 16 – 20 hours a week, including Saturday and Sunday. Strong preference given to candidates able to commit for at least one year.

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 outgoing, reliable, and energetic Visitor Experience Facilitator with experience engaging children and adults and providing excellent customer service. Through implementing and assisting with interactive programs and providing support for events such as children’s birthday parties, Visitor Experience Facilitators are the first line of contact to provide Museum visitors with a welcoming, safe, and engaging experience which enables them to explore the cultural, social and technological history of public transportation in the New York metropolitan region. Visitor Experience Facilitators are part of the Education and Public Programs Department and perform a range of duties including: welcoming visitors; providing information about the Museum and its collections and exhibits; wayfinding; visitor check-in; maintaining safe experiences throughout exhibits and program spaces; and birthday party and program assistance.

RESPONSIBILITIES:

- As part of a front-line team, contribute to a welcoming visitor experience by greeting and orienting Museum visitors and ensuring a safe environment.
- Become knowledgeable about the mission of the Transit Museum and its exhibits, content and collections, and share information with visitors of all ages.
- Proactively engage visitors throughout the Museum, encouraging their curiosity, and offering interpretive information to optimize their experience.
- Engage young children through music, art and activities.
- Assist in facilitating children’s birthday parties using age-appropriate strategies.
- Assist educational tours and hands-on workshops with preparation, set up, facilitation and wrap up and assist with maintenance of activity centers and supply inventory.
- Attend meetings and training sessions provided to insure consistency and clear communication with audiences in new and ongoing multigenerational programs.
- Provide support for other museum departments and programs as needed, including preparing materials and assisting with special events.
- Provide support for line and capacity management.
- Provide support for the Museum’s Accessible lifts and other Accessibility resources.
- With supervisors, pro-actively seek out ways to provide excellent visitor experiences for all visitors as well as resources to continue building knowledge about best practices in museum visitor engagement.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Enthusiasm, flexibility, and ability to work in a fast-paced, team-oriented environment.
- Experience working with young children, especially in a museum or similar educational setting.

- Ability to communicate effectively with a large group of children and adults simultaneously in a fast-paced environment.
- Knowledge of or interest in engagement strategies for all ages.
- Experience in providing team-oriented customer service.
- Commitment to working as part of a small team.
- Ability to stand for long periods of time.

EDUCATION AND EXPERIENCE:

- High School Diploma

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, 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 Facilitator 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 Leigh Williams at leigh.williams@nyct.com Specify subject as *Visitor Experience Facilitator*.

Due to high volume of applicants, only those who qualify for an interview will be contacted.

Submission Deadline: October 25, 2019

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