

NEW YORK TRANSIT MUSEUM

JOB TITLE: Visitor Experience Facilitator (part-time)

New York Transit Museum, Brooklyn, NY

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.

SUMMARY

Visitor Experience Facilitators (Facilitators) provide exceptional customer service in the Museum when it is open to the public by staffing exhibitions, assisting with wayfinding, keeping an eye to safety, answering visitor inquiries, and checking and selling tickets.

OVERVIEW

Facilitators have demonstrated experience engaging with the public and providing excellent customer service. Facilitators show an interest in, and willingness to continue to learn about museum engagement, transit and New York City history, and related content and are enthusiastic ambassadors for the Museum. As the first point of contact for visitors and program attendees, Facilitators help create a welcoming, safe, and engaging environment for visitors.

HOURS

Part-time – 16-22 hours a week, as needed, Thursday – Sunday

COMPENSATION

\$20/hour

RESPONSIBILITIES

- As part of a front-line team, contribute to a welcoming experience by greeting and orienting Museum visitors and ensuring a safe environment.
- Facilitate distribution of self-guided activities to visitors using age-appropriate strategies.
- Provide assistance with line management outside and inside the Museum.
- Check and sell tickets, as needed.
- Provide information and wayfinding throughout the Museum.
- Assist with providing a safe environment with an eye to PPE and social distancing.
- Attend department meetings and trainings to ensure continued growth and professional development in the areas of museum engagement and New York City and transit history
- Become knowledgeable about the mission of the Transit Museum and its exhibits, content and collections, and engage visitors of all ages.
- Provide support for the Museum's Accessible lifts and other Accessibility resources.
- Support the Museum's DEAI initiatives through ongoing trainings and work.

MINIMUM EDUCATION REQUIRED: High School Diploma

QUALIFICATIONS

- First and foremost, a genuine enthusiasm and aptitude for engaging with the public.
- Experience working with all ages, including young children, especially in a museum or similar educational setting.
- Enthusiasm for providing team-oriented customer service.
- Ability to communicate effectively with individuals and groups of all ages in a fast-paced environment.
- Ability to be physically active in Museum spaces for long periods of time and willingness to work outdoors as needed for line management and checking tickets.
- A general curiosity about Museum content as well as visitor engagement.
- Enthusiasm, flexibility, and ability to work in a team-oriented environment.

The New York Transit Museum is fully committed to equal employment opportunity for all employees and applicants for employment without regard to race, color, religion, creed, national origin, ancestry, sex, sexual orientation, age, disability, predisposing genetic characteristic, gender identity and expression, pregnancy, veteran or military status, marital/familial/partnership/caregiver status, status as a victim of domestic violence, stalking and/or sex offenses, or any legally protected basis. The Museum welcomes and encourages qualified candidates from all backgrounds to apply.

Please email Leigh Williams at leigh.williams@nyct.com with a resume and cover letter detailing your interest in the position.

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 Facilitator position is employed by the Museum's non-profit affiliate, Friends of the New York Transit Museum.