

NEW YORK TRANSIT MUSEUM

POSTING DATE: December 2022
JOB TITLE: Visitor Experience Coordinator
SALARY RANGE: \$48,000 - \$50,000
HOURS OF WORK: Full-time, Wednesday – Sunday; occasional evening hours and occasional Mon and Tue hours.

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. The New York Transit 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 45 years ago, the Museum, housed in an historic 1936 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 square foot 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 New York Transit Museum seeks an enthusiastic and reliable Visitor Experience Coordinator (Coordinator) who is passionate about working with the public and has experience providing excellent customer service and working in a supervisory capacity. As an important member of the front-line team, this position reports to the Visitor Experience Manager and provides support in all areas of the visitor experience, including ticketing, safety, wayfinding, operational and building needs, and creative engagement of visitors of all ages. The Coordinator will help ensure consistent and high-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 throughout the Museum galleries and exhibits to ensure a welcoming, positive, engaging, safe, and educational experience in the Museum.
- Serve as an enthusiastic ambassador for the Museum and its programs, greeting visitors and sharing daily and upcoming Museum events and information about membership.
- Help create and update the daily schedule for floor staff, and respond to radio calls from staff.
- Serve as the first point of contact for Visitor Experience Facilitators with questions or concerns throughout the day.
- Under the supervision of the Visitor Experience Manager, motivate, guide and lead Visitor Experience Facilitators.
- Monitor visitor activity to ensure safety and adherence to all Museum policies.
- Observe visitor engagement in the Museum and provide feedback to colleagues on visitors' experiences.
- Assist with addressing issues in Museum exhibits and spaces, including deescalating visitor concerns.
- Support history, arts, and science-focused drop-in experiences for visitors.
- Monitor general email inboxes and respond to visitor inquiries.
- Work in the Museum's databases to schedule birthday parties and assist with implementation of parties (primarily in-person, and occasional online experiences).
- Respond to radio calls to welcome visitors at the accessible entrance, operating the Museum's lift.
- Alert cleaning personnel of any issues as they arise.
- Become knowledgeable about the mission of the Transit Museum, the exhibits, content and collections and be enthusiastic, prepared and willing to share knowledge with Museum visitors.

- Use developmentally appropriate strategies to engage with visitors of all ages and enhance their understanding of Transit Museum exhibits and collections.
- Prepare program materials, as needed.
- Distribute and collect visitor surveys.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- 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.
- Experience working in visitor engagement, customer service, theater and/or education.
- Knowledge of, and interest in, engagement strategies for all ages.
- Enthusiasm for providing team-oriented customer service.
- Excellent communication skills and an ability to convey information clearly and concisely in written and verbal communication.
- 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.
- Knowledge of Altru or similar ticketing databases.
- Proficiency with Microsoft Office.
- This position is expected to be available to work all NYC DOE school break days/weeks and other holiday weekends, including Feb 18-26 (Midwinter Recess), April 6-16 (Spring Break), November 24-26, and December 22-31. The Museum is closed on Thanksgiving Day, December 25, and January 1.
- A general curiosity about or knowledge of history of the region and Transit Museum content.
- Commitment to supporting the Museum’s DEAL initiatives through ongoing trainings and work.

This position is employed by the Museum’s non-profit affiliate, Friends of the New York Transit Museum. Friends of 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 or stalking and/or sex offenses, or any legally protected basis. Friends of the New York Transit Museum welcomes and encourages qualified candidates from all backgrounds to apply.

APPLICATION: Please email a cover letter and resume to HR@nytransitmuseum.org with the subject: Visitor Experience Coordinator. Due to high volume of applicants, only those who qualify for an interview will be contacted.

COVID-19 VACCINE REQUIREMENT: In accordance with NYC law and in order to protect our employees and continue to provide safe and reliable service to our communities, we are requiring all new hires to be fully vaccinated against COVID-19 prior to their start date. We will consider exceptions for religious and medical reasons, where appropriate. “Fully vaccinated” means you must have both doses of a 2-dose vaccine and two weeks have elapsed since the second dose or have received 1 dose of a 1-dose vaccine and two weeks have elapsed since the dose. Proof of your vaccination status in the form of a CDC vaccine card must be submitted prior to your start date.