

NEW YORK TRANSIT MUSEUM

POSTING DATE: June 2, 2023
JOB TITLE: Visitor Experience Manager
SALARY: \$60,000 – 75,000
HOURS OF WORK: Full-time, 5 days/week; Wednesday -- Sunday and occasional evenings.

COMPANY DESCRIPTION:

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.

POSITION:

The New York Transit Museum seeks an individual to serve as Visitor Experience Manager (Manager). This position is responsible for managing all aspects of visitor experience from overseeing advance and onsite ticket sales to creating and implementing policies and procedures related to welcoming visitors. The Manager develops systems for hiring, retaining, training, and evaluating part-time staff who work as Visitor Experience Facilitators.

Reporting to the Operations Manager, the incumbent is responsible for shaping visitor experience, helping to define department strategies that align with the Museum's goal of using the collections to shape experiences that make the content physically, socially, and intellectually engaging for multigenerational audiences.

As a Manager-on-Duty (MOD), this key holder position is a supervisor across the Museum during weekday and weekend hours, creatively problem-solving to ensure smooth operations across the institution. When acting as MOD this position oversees security, cleaners, all life safety systems, and is empowered to make on the spot decisions. Additionally, incumbent serves as Deputy Fire Safety Director.

RESPONSIBILITIES:

- With a cross departmental team of colleagues, spearhead the development of a cohesive philosophy of visitor experience at the Museum and conceptualize the next phase in the Museum's Visitor Experience evolution.
- Manage Museum admissions and all related discounts and policies, respond to inquiries from the public about visitation and ticketing, and strategize to maintain ideal Museum visitation levels.
- Responsible for managing the Altru ticketing system, serving as a system administrator. Prepare weekly, monthly, annual, and program-specific reports on attendance and revenue and leverage to better understand Museum audience and visitation patterns.
- Manage a full-time Visitor Experience Coordinator and part-time Visitor Experience Facilitators, including hiring, scheduling, overseeing personnel issues, staff operations, and training and development on all systems and procedures.
- Manage staffing for after hours and off-site programming as needed.

- Develop and implement Visitor Experience and Admissions training materials and resources for part-time staff. Supervise staff, perform annual employee evaluations, and perform other administrative duties related to the management of this staff as necessary.
- Working closely with the Operations team, liaise with MTA contractors, security personnel, and cleaners, and help troubleshoot any issues that may arise. When serving as MOD, this position is the primary contact/decision maker for any on-site incidents.
- Serve on emergency team and be prepared to lead staff in response to any emergencies that arise. Will be trained as Deputy Fire Safety Director.
- With a core team of colleagues, spearhead the development of institutional standards for messaging visitor information (on website and in automated messaging) and responding to visitor issues that arise in person or across all platforms (phone, email, social media). Communicate these policies across Museum departments. Responsible for updating visitor sections of Museum's website.
- Manage birthday party rentals as the Museum seeks to re-launch this platform. Supervise part-time staff, assess policies and workflow, work closely with Education Department staff on content training to provide high quality experiences.
- Prepare budgets, monitor expenses and handle additional administrative work associated with Visitor Experience.
- Conduct visitor studies and evaluation to better understand the needs of the Museum's visitors and their interests.
- Other tasks and assignments as required

Qualifications

- Bachelor's degree and five or more years of relevant experience or equivalent with at least two years as a manager.
- Previous experience hiring and managing staff.
- Overseeing cash handling strongly preferred.
- Demonstrated administrative, ticketing system management, and accounting skills, with superior attention to detail.
- Excellent analytical and communication skills
- A general curiosity about the New York Transit Museum and support of its mission
- Enthusiasm, flexibility, and ability to work in a team-oriented environment
- Must be available Wednesday-Sunday and occasional evenings as needed.

Additional Information

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.

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

To apply [click here](#)

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

No third parties and/or phone calls.

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.