

NEW YORK TRANSIT MUSEUM

POSTING DATE: February 2025

JOB TITLE: Family and Access Programs Assistant Manager

LOCATION: New York Transit Museum, Brooklyn, NY

SALARY: \$60,000-65,000

HOURS: Wednesday-Sunday, 9am-5pm.

SUMMARY:

The New York Transit Museum presents dynamic, accessible, and inclusive exhibitions and programs that tell stories about mass public transportation and the people who make it possible. As the MTA's official repository, the Museum connects transit to its broad public, creating educational experiences related to science, technology, arts, and the humanities. The Museum's locations in an authentic 1936 Downtown Brooklyn subway station and Grand Central Terminal are sites for conversations about how mass transportation makes New York City and the region great by ensuring mobility, accessibility, sustainability, and a vibrant civic life for all.

OVERVIEW:

The Museum's educational programs focus on the history of our region through the lens of public transit and span a variety of topics that connect to many disciplines, including history, science, and the arts. The Family and Access Programs Assistant Manager position is a full-time position dedicated to the administration, development, and implementation of family and access programs which take place onsite and online at the museum. This position will report to the Manager of School, Youth, and Group programs. This is both a teaching and administrative position. This role will require a background in informal learning environments, object-based learning with experience in early childhood and access audiences. In this role the Assistant Manager will help develop and evaluate new programs, work on marketing and outreach for programs, and assist with educator training for programs. The Assistant Manager will work in the Museum's databases and platforms, including Altru and Explorable Places, to handle group reservations and payment, coordinate logistics for all onsite programs, track attendance, and create reports. This position serves as the liaison between education department staff and parents/caregivers and program participants. Customer service experience/knowledge and desire to work with the public are needed in this role to ensure high-quality programs.

RESPONSIBILITIES:

- Serve as the main contact for all family programs including scheduling, marketing, application tracking, booking, payment, and evaluation.
- Develop and implement new family programs.
- Manage supplies for family and access programs.
- Coordinate with operations staff on set-up and space needs for family and access programs.
- Manage and update museum calendar for family and access programs.
- Assist the Special Education and Access Manager with the administration of all access programs including scheduling, marketing, application tracking, registration, communication, payment, and evaluation.
- Support a team of museum educators.
- Work in Altru and Explorable Places databases to manage program registration, group reservations, payment, and reporting.
- Teach in a range of programs when needed.
- Handle check in and greeting for all family and access programs.
- Represent the Transit Museum at events including fairs and professional development events.
- Attend museum-wide and departmental meetings and training sessions.
- Assist with other museum events as needed such as festivals, offsite tours to behind-the-scenes locations, and vintage train rides.
- Contribute to research, grant proposals, and funding reports.
- Work in tandem with the Visitor Experience team and is cross-trained in front of house functions.
- Act on occasion as a Manager-on-Duty (MOD). This is a key holder position serving as supervisor across the Museum, creatively problem-solving to ensure smooth operations across the institution. When acting as MOD this position oversees visitor experience (including all admission functions), security, cleaners, all life safety systems, and is empowered to make on the spot decisions.

QUALIFICATIONS:

- A four-year degree or the equivalent combination of education and experience of a four-year degree in history, urban planning, education, museum studies, or arts administration
- Minimum of 3 years related work experience

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Experience working with intergenerational audiences.
- Experience or interest in working with access or special education audiences.
- Experience or interest in early childhood learning.
- Experience in a museum, educational, or informal learning environment.
- Excellent customer service skills.
- Proficiency with Microsoft Office and knowledge of Altru preferred.
- A creative approach to designing hands-on activities and lessons for intergenerational, early childhood, and access audiences.

- The ability to lead programs and/or engage with audiences in languages other than English is welcome but not required.
- Ability to be physically active in all Museum spaces for extended periods of time. Please note: The Museum is located in a decommissioned subway station with a range of sounds, lighting, and staircases. The Museum is accessible via a wheelchair lift. Not all spaces are climate controlled.
- Willingness to assist in setting up program spaces with materials, furniture, etc.
- Knowledge of New York City and its history and an interest in public transit and related topics, and a genuine curiosity about and enthusiasm for content represented in the Transit Museum's exhibits and collections.
- Excellent written and verbal communication skills.
- Ability to work with a team and independently as needed.

Qualified individuals interested in this position must apply via e-mail. Please email a cover letter and resume to education@nytransitmuseum.org with the subject **Family and Access Programs Assistant Manager**. Due to high volume of applicants, only those selected for an interview will be contacted. No calls please.

ABOUT THE NEW YORK TRANSIT MUSEUM:

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 Family and Access Programs Assistant Manager position will be 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. The Museum welcomes and encourages qualified candidates from all backgrounds to apply.