

NEW YORK TRANSIT MUSEUM

POSTING DATE: May 8th, 2025

JOB TITLE: Assistant Manager of Visitor Experience

LOCATION: New York Transit Museum, 99 Schermerhorn St Brooklyn, NY 11201

SALARY: \$60,000 - 65,000 Annually

HOURS OF WORK: Full Time (37.5 hrs/week), Wednesday-Sunday
9:00am-5:00pm, (occasional evenings)

COMPANY DESCRIPTION:

Since its inception almost 50 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 Assistant Manager of Visitor Experience.

Reporting to the Manager of Operations, this position is responsible for managing all aspects of visitor experience, from overseeing advance and on-site ticket sales to implementing and enforcing policies and procedures related to visitor management and experience. The Assistant Manager supervises a staff of PT Visitor Experience Facilitators.

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.

RESPONSIBILITIES:

Admissions Booth and Ticketing Database

- Manage the operations of the Admissions Booth.
- Oversee and ensure accuracy of ticketing process, including online, phone, mail and in-person sales.
- Serve as system administrator for Altru ticketing system, overseeing all admission functions including building and maintaining tickets, discounts, and related policies, and working with vendors to troubleshoot and keep system up-to-date.
- Work with Senior Manager of Finance to ensure accurate cash handling, deposits, and reporting for Admissions revenue.
- Assist with scheduling and oversight of floor staff to ensure Admissions Booth is covered for all regular operation hours and events.
- Enter off-site attendance data and prepare reports analyzing visitorship statistics and trends for marketing and development use.
- Cover breaks and shifts as needed.

Staffing Management and Visitor Engagement

- Manage part-time Visitor Experience Facilitators, including hiring, scheduling, overseeing personnel issues, staff operations, and training and development on all systems and procedures both at the Transit Museum in Brooklyn and the Holiday Train Show held at the Grand Central Terminal Gallery
- Work with managers across departments to develop and maintain museum standards
- Respond to inquiries from the public about visitation and ticketing and strategize to maintain ideal Museum visitation levels.
- Deliver regular performance and development reviews ensuring consistency in floor staff public engagement.
- Log and manage absence, discipline, grievance, and performance issues of front-line staff
- Manage staffing, event set up, after hours and off-site programming as needed.
- Cover breaks and shifts as needed.

Operations and Administration

- Work 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, including ensuring public safety and documenting accidents
- Serve on emergency team and be prepared to lead staff in response to any emergencies that arise.
- Assist in training cross department staff on proper emergency and evacuation procedures
- With a core team of colleagues, participate in the development of institutional standards for messaging visitor information (on website and in automated messaging) and respond 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.
- Monitor expenses and handle additional administrative work related to general operations and visitor engagement
- Cross train in general oversight of weekend education programs, and serve as backup in the absence of the Family & Access Programs Assistant Manager

QUALIFICATIONS:

- Bachelor's degree preferred and five or more years of relevant experience or equivalent.
- A guest experience first mindset
- Previous experience hiring and managing staff.
- Overseeing cash handling strongly preferred.
- Demonstrated administrative, ticketing system management (preferably Altru), and bookkeeping skills, with superior attention to detail.
- Excellent analytical and communication skills
- A general curiosity about transportation, history, cultural space, the New York Transit Museum and support of its mission
- Enthusiasm, flexibility, and ability to work in a team-oriented environment

Qualified individuals interested in this position must apply via the [online form](#).

Due to the high volume of applicants, only those selected for an interview will be contacted. No calls please.

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. No third parties and/or phone calls.