

NEW YORK TRANSIT MUSEUM

POSTING DATE: August 2026
JOB TITLE: Visitor Experience Facilitator
SALARY: \$20/hour
HOURS: Part-time as needed, approximately 16-22 hours per week

WORK LOCATIONS:

New York Transit Museum, Brooklyn, NY

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. As custodian and interpreter of the region's extensive public transportation networks, the Museum strives to share, through its public programs, tours and workshops its rich and vibrant history with local, regional, and international audiences. Since its inception over 40 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.

OVERVIEW

As the first point of contact for visitors and program attendees, Visitor Experience Facilitators (Facilitators) are enthusiastic ambassadors for the Museum that help create a welcoming, safe, and engaging environment. Facilitators should present an interest and willingness to continue to learn about transit, New York City history, and related content. Facilitators provide exceptional customer service by staffing exhibitions, assisting with wayfinding, keeping an eye to safety, crowd control, ticketing transactions, engaging with, and answering visitor inquiries.

WORK SCHEDULE:

Shifts cover Wednesday-Sunday at the Museum in Brooklyn. You are required to have at least one weekend day. Work shifts may be scheduled at the Museum in Brooklyn with occasional work shifts at other NYTM locations or offsite events.

WEEKEND AND HOLIDAY AVAILABILITY

This position requires availability on weekends, major holidays, and NYC DOE break times. Incoming staff are required to work the weekend after Thanksgiving and the week between Christmas and New Year's Eve, inclusive of both weekends.

RESPONSIBILITIES INCLUDE BUT NOT LIMITED TO:

- Present a welcoming space and ensure the safety of guests within the Museum and Gallery.
- Inform visitors of the Museum policies in a friendly, clear yet professional manner.
- Promote the Museum, membership, locations, programs, and workshops.
- Ticket validation, problem solving, crowd control and cash handling.
- Assist in providing pleasant and safe accessible entry (training will be provided).
- Become knowledgeable about the mission of the Museum, its exhibits, collections, and contents.
- Attend meetings and trainings on policies, DEAI initiatives and best practices.
- Distribution of self-guided activities to visitors using age-appropriate strategies.
- Aid with staffing and set up needs for onsite and offsite public programs, events, rentals, and festivals.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- A positive attitude, one to take initiatives, genuine enthusiasm, and aptitude for engaging with the public.
- Experience working with all ages, especially in a museum, tourist attraction, or similar setting.
- Cash handling and customer services experience.
- Ability to be physically active in the Museum and gallery spaces for long periods of time and a willingness to occasionally work outdoors and in non-climate-controlled spaces. 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.
- General curiosity about Museum content as well as visitor engagement strategies.
- Readiness to help set up materials and furniture for events.
- High School Diploma.

APPLICATION: Please submit a cover letter and resume hr@nytransitmuseum.org as a .pdf or .doc file with the subject line: **VEx Facilitator – [your name]**

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

Visitor Experience Facilitators are employed by the Museum's non-profit affiliate, Friends of the New York Transit Museum.

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.