

NEW YORK TRANSIT MUSEUM

POSTING DATE: March 25, 2022
JOB TITLE: Visitor Experience Coordinator
SALARY RANGE: \$25/hour
HOURS OF WORK: Part-time, approximately 21 hours a week
Friday, Saturday, Sunday; occasional hours Tuesday – Thursday, as needed

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. 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 twenty vintage subway and elevated cars dating back to 1904.

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 Family Programs and Visitor Experience Manager and provides support in all areas of the visitor experience, including ticketing, safety, and wayfinding, operational and building needs, and creative engagement of visitors of all age. The Coordinator will help ensure consistent and 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.
- Be an enthusiastic ambassador for the Museum and its programs, greeting visitors and sharing daily and upcoming Museum events and related literature.
- Help create and update the schedule for floor staff, respond to radio calls from staff, and coordinate breaks.
- Serve as the first point of contact for Educator and Experience Facilitators with questions or concerns throughout the day.
- Monitor visitor activity to ensure safety and adherence to COVID-19 safety protocols, as well as adherence to all Museum policies.
- Study what engages visitors and provide feedback to colleagues on visitors’ experiences.
- Assist with addressing issues on the Museum floor, including deescalating visitor concerns.
- Facilitate and support history, arts, and science-focused drop-in experiences for visitors.
- Assist with birthday parties (including 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.
- Support the Museum’s DEAI initiatives through ongoing trainings and work.
- Prepare program materials, as needed.
- Contribute to the development of self-guided materials for visitors.
- 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.
- Knowledge of, and interest in, engagement strategies for all ages.
- Enthusiasm for providing team-oriented customer service in a fast-paced environment.
- Excellent communicator with the ability to be clear and concise when addressing large groups of children and adults without sacrificing hospitality.
- 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
- Ability to work weekends, holidays, and some evenings.
- A general curiosity about Museum content as well as visitor engagement and education.
- Enthusiasm, flexibility, and ability to work in a team-oriented environment.

EDUCATION AND EXPERIENCE:

- Bachelor's degree, or equivalent professional experience in a related field.
- Experience working in visitor engagement, customer service, theater and/or education.
- Some experience working with individuals with disabilities and an understanding of neurodiverse audiences preferred.

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.

ABOUT THE NEW YORK TRANSIT MUSEUM:

The New York Transit Museum is the largest museum in the United States devoted to urban public transportation history, and one of the premier institutions of its kind in the world. The 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 40 years ago, the Museum, housed in a historic 1936 IND 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 sf 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 Visitor Experience Coordinator position is employed by the Museum's non-profit affiliate, Friends of the New York Transit Museum.

Application:

Please email a cover letter and resume to Leigh Williams at leigh.williams@nyct.com with the subject: Visitor Experience Coordinator. Due to high volume of applicants, only those who qualify for an interview will be contacted.

Submission Deadline: Open until filled

Friends of the New York Transit Museum is an equal opportunity employer.