Employment Opportunity:
Coordinator, Visitor Experience & Interpretation (Hybrid)

About the Museum
The Rubin Museum of Art located in the Chelsea, New York City area, explores and celebrates the diversity and uniqueness of Himalayan art, ideas and culture across history and into the present.

Through Himalayan art, cultures, and ideas, the Rubin serves as a guidepost to examine big questions of what it means to be human today with the intent of creating a more compassionate, resilient world.

With its globally renowned collection, the Rubin fosters understanding and appreciation of this extraordinary region by connecting its art and ideas to contemporary issues that are relevant in our visitors’ lives today.

Largely inspired by the philosophical traditions of Buddhism and Hinduism, the Rubin offers innovative exhibitions and programs that examine provocative ideas across the arts and sciences. In doing so, the Museum serves as a space for reflection and personal transformation, opening windows to inner worlds so visitors can better navigate outer ones.

Summary Description:
The Coordinator, Visitor Experience & Interpretation facilitates scheduling and promotes visitor engagement with visitors and the Museum, offering a range of insights into the art and encouraging dialogue that will lead to an enhanced visitor experience.

In addition, the Coordinator is responsible for staffing the front desk and coat check areas; conducting daily admissions transactions, ACME reporting, and working directly with Finance department for till upkeep and reconciliation.

Also in this role, the Coordinator actively supports training and implementation of any associated museum activities, exhibition interpretation projects, and other visitor experience based duties. Additionally, this position is cross-trained to support Box Office and Group Visits as required.

This position requires a Sunday through Thursday work schedule with core business hours from 9 AM to 5 PM with flexibility required for weekend and evening shifts as needed.

This is a hybrid eligible full-time and exempt position reporting to the Sr. Manager, Visitor Experience & Interpretation.
RESPONSIBILITIES:

Visitor Engagement

- Welcomes and orients visitors by offering assistance in a warm and friendly manner, ensuring all programs, exhibitions and services are properly communicated to visitors.
- Maintains proper appearance and functionality of the front desk/coat check area including technology, inventory of brochures and other printed materials.
- Stores and retrieves parcels, coats, and other visitor items.
- Performs Entrance ticketing, Membership, and Programs Sales processing at through various sales channels via ACME.
- Troubleshoots visitor problems, answers museum telephone line, and routes calls as necessary.
- Evaluates visitor experience and recommends changes as needed.
- Monitors daily maintenance of Audio Tour devices and ensures charging, security and storage of recorded guide units.
- Assists in access efforts to ensure ADA compliance.
- Ensures that all team members maintain a well-informed, working knowledge of the exhibitions and services offered at the Rubin.
- Assists in keeping all policies and procedures regarding visitor safety up to date
- Participates in training initiatives and educates oneself on Himalayan Art and museum’s collection and exhibitions
- Assists in development of in-gallery interactives, activities, and tours as needed
- Assists in the tracking and maintenance of in-gallery interactives and experiences and produces reports
- Assists in the creation of Interpretive Strategies presentations for incoming exhibitions and acts as interdepartmental liaison for information gathering
- Lead tours of the galleries to individuals and groups.
- Represents the Museum as needed during special events and in welcoming tour groups.
- Performs other duties as assigned.

Administrative:

- Acts as box office and group visits main point of contact as needed. Oversight includes, responding to and processing group reservation inquiries, answering phone calls and taking ticket orders from the Box Office phone line, processing phone and online orders, utilizing ticketing software, among other programs.
- With Admissions staff, interfaces with the public to distribute event tickets and coordinate stand-by procedures for sold-out events.
- Performs financial reconciliation and cash management processes.
- Confirms all public signage and visitor guides is up-to-date and accurate.
- Data entry as assigned
- Generates monthly visitor reports and ensures ACME/Raiser’s Edge is up to date for admissions and school partnerships needs
- Responsible for ensuring the successful opening and closing procedures ensuring daily tills are balanced.
- Keeps Senior Manager, Visitor Experience and Interpretation informed concerning present and potential problems related to the visitor experience; makes suggestions for improved and innovative ways of addressing issues.
• Assists Coordinator Box Office & Group Visits with box office tasks coverage as requested
• Maintains and organizes supply inventory and request supplies as needed.
• Assists in interview and onboarding process of newly hired part-time Visitor Experience Associates and contractors.
• Coordinates daily/monthly staffing of admissions, coat check, and exhibition attendants and invoice submission.
• Generates and share out admissions-based tracking reports as needed
• Submits updates for web requests and keeps information up to date
• Creates and maintains protocol documents as requested

QUALIFICATIONS:
• Bachelor’s degree or equivalent combination of education and experience preferred
• 1-2 years of customer service-related experience a plus
• Ability to work in a fast-paced environment adapting to changing needs
• Proficiency in Microsoft Office and Google Suite, Outlook and Asana applications preferred.
• Must be well organized and detail-oriented.
• Must be a team player and comfortable working in a team-oriented, fast-paced environment, and with diverse groups
• Must have excellent interpersonal, oral and written communication skills.
• Must be able to work across departments and teams in a collaborative environment.
• Passion for working with audiences and creating lasting connections
• Some knowledge of Asian arts and cultures a plus

Salary:
40K to 45K commensurate with experience

The Rubin offers a competitive and generous benefits package.

This benefits package includes the Rubin’s Work from Home (WFH) Policy, which allows employees to work offsite four (4) days per week based on their job responsibilities.

All hybrid eligible employees are required to work onsite every Wednesday – designated onsite workday.

The WFH policy in its current format will end on September 1, 2023. This policy will be revised and updated accordingly

COVID-19 Vaccination Requirement:
• Newly hired employees are required to be fully vaccinated for COVID-19 (i.e. have received both doses of a 2-dose vaccine OR a single dose of a one-dose vaccine) and must provide proof once a job offer has been made.
• The above definition of what it means to be fully vaccinated is taken from the Centers for Disease Control and Prevention (CDC).
Please provide the following as part of your application:

- Complete resume.
- A cover letter addressing both your interest in the Rubin Museum, and your qualifications for this position.

Application:

- Please indicate Coordinator, Visitor Experience & Interpretation in the Subject Line of email and in body of cover letter.
- Applications in electronic format preferred, and accepted at jobs@rubinmuseum.org
- Mail application to: The Rubin Museum of Art, 150 West 17th Street, New York, NY 10011. Attention: Head of Human Resources Dept.

The Rubin Museum of Art is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation, or political affiliation.