

**Employment Opportunity:
Lead Visitor Experience Associate, Part-time**

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.

Within its five floors of galleries are several long-term rotating installations drawn from the permanent collection, including *Gateway to Himalayan Art*, *Masterworks* and our recently installed interactive Mandala Lab among others.

Summary Description:

The Lead Visitor Experience Associate, PT serves as the first point-of-contact with the visitors to the Museum. In addition, this individual staffs the front desk and coat check areas, conducts daily admissions transactions, does ACME reporting, and works directly with Finance department for cash upkeep and reconciliation.

The Lead will promote audience connection and consistent experiences, maintaining open communication with fellow VEI (Visitor Experience & Interpretation) team members. The incumbent will assist the Senior Manager, Visitor Experience & Interpretation in training new Visitor Experience Associates as required.

This is a part-time non-exempt position (up to 25 hours per week, but not to exceed 29 hours per week) with a weekly schedule as follows: Thursdays 10:00 AM – 5:30 PM; Fridays 3:00 PM – 10:00 PM; and Sundays 12:00 PM – 5:00 PM with some flexibility required as needed.

The incumbent will report to the Senior Manager, Visitor Experience & Interpretation.

RESPONSIBILITIES:**Admissions:**

- Welcomes and orients visitors by offering assistance in a warm and friendly manner, ensuring all programs, exhibitions and services are properly communicated to visitors.
- Facilitates connections between audiences and the museum through dialogue, education, and other hospitality standards.
- Maintains proper appearance and materials for Admissions/coat check area/gallery spaces.
- Stores and retrieves parcels, coats, and other visitor items.
- Performs Entrance ticketing, Membership, and Programs Sales processing at the front desk via ACME.
- Troubleshoots visitor problems, answers museum telephone line, and routes calls as necessary.
- Confirms all public signage and visitor materials are up-to-date and accurate.
- Monitors maintenance of Audio Tour devices and ensures daily charging, security and storage of recorded guide units.
- Attends relevant trainings to maintain understanding of upcoming exhibitions and programs.
- Data entry as assigned.
- Represents the Museum as needed during special events and in welcoming tour groups.
- Acts as admissions lead Friday evenings and days as assigned.
- Assists Coordinator, Box Office & Group Visits in K2 & Group reservations facilitation.
- Assists Coordinator, Visitor Experience & Interpretation with the coordinating of daily/monthly staffing schedules for admissions, coat check, and exhibition attendants.
- Ensures that all Visitor Experience Associates maintain a well-informed, working knowledge of the exhibitions and services offered at the Rubin.
- 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; and makes suggestions for improved and innovative ways of addressing issues.
- Maintains and monitors inventory supply.
- Leads tours of the galleries to individuals and groups (as needed).
- Assists in training process of newly hired part-time Visitor Experience Associates.
- Other duties as assigned.

QUALIFICATIONS:

- High School Diploma or equivalent is required.
- Ability to work 20 to 25 hours per week with flexibility to cover extra shifts as needed is required.
- 1 to 2 years customer service-related experience a plus.

- Must have a professional demeanor and be able enjoy engaging with members of the public.
- Must be able and willing to learn and disseminate exhibition and programmatic related content.
- Must be a team player and work well with others.
- Well organized and detail-oriented.
- Strong oral communication skills.
- Ability to act with diplomacy.
- Passion for sharing arts and culture with audiences preferred.
- Previous experience working in arts and culture environments a plus.

Compensation:

- Hourly rate **\$18.00**

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 **Lead Visitor Experience Associate, PT** 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.