

**Employment Opportunity:
Senior Manager, Visitor Experience and 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.

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 Senior Manager, Visitor Experience and Interpretation (SMVEI) provides oversight to Admissions, Box Office, and Group Visit related activities to provide exceptional customer service to visitors at these key touchpoints. The SMVEI works in coordination with the Director of Visitor Experience & Interpretation/Chief Experience Officer (CXO) to create welcoming and inclusive experiences for audiences. The SMVEI acts as a liaison with stakeholders across the institution to ensure visitor needs are being met and reflected throughout the organization's offerings.

This is a full-time exempt position with a workweek schedule of Sundays through Thursdays with core work hours from 9:00 AM to 5:00 PM with some flexibility required for other weekend and evening shifts as needed.

The incumbent reports to the Director of Visitor Experience & Interpretation/Chief Experience Officer.

Responsibilities:

- Supervises a team of six (6) staff: Two (2) Full-time and four (4) Part-time members in addition to temporary contractors including coat check and exhibition attendants. Includes: hiring, training scheduling, coaching, mentoring, and evaluation of staff.
- Collaborates and strategizes with CXO on all aspects of expanding, enhancing, diversifying and improving visitor experience initiatives fostering welcoming and inclusion
- Works closely with CXO, Curatorial and Programs, Marketing & Communications on the development of related training on exhibitions and programmatic offerings for all Visitor Experience staff
- In conjunction with CXO develops and manages departmental annual operating budget
- Supports the CXO in the development and implementation of tracking systems for interpretive projects as needed
- Serves as primary liaison between CXO and VEI team
- Assists CXO and take a leadership role with organizational efforts to develop and execute visitor experience learning and goals across departments and teams.
- Participates in meetings (Exhibitions, Programs, Education) as appropriate to discuss and determine impacts and enhancements to the visitor experience.
- Assists and provides CXO with reports as needed on visitor attendance, trends and other emerging issues.
- Recommends and creates admissions policies, brief staff and monitor visitor feedback.
- Acts as institutional lead for ACME, Rubin's point-of-sales system (POS), implementing best practices to fulfill cross-departmental data requests and update reports and event templates as needed
- Leads the daily operations of all front desk procedures for point-of-sale (POS) system to include processing of admissions tickets, membership sales, and program ticketing. In addition, leads organizational efforts to update and adjust the POS system as needed.
- Works with the Finance and IT departments to ensure operational reliance, maintenance, and periodic updates to the admissions software and hardware to facilitate ticketing and reporting needs.
- Works closely with Facilities & Operations team regarding safety protocols and hospitality concerns for all visitors and other groups on the gallery floors.
- Provides oversight of policy & procedural development for Box Office and Group Visits
- Acts as an interdepartmental liaison to ensure seamless service with a focus on the visitor experience, ensuring visitors who call or visit are attended to professionally and promptly and their concerns and complaints are resolved in a timely manner.
- Coordinates check-ins and trainings among Front of House teams (admissions, security, shop, and café) to maintain standards of service & collaboration across teams
- Responsible for ensuring the successful completion of daily opening and closing procedures that includes reconciliation of tills, gallery walkthroughs, upkeep admissions desk & coat check areas.
- Supports Visitor Experience Coordinator in training of contract staff for coat check & exhibition attendants
- Coordinates staffing and maintenance of admissions desk, exhibition attendants coat check for internal museum needs e.g., special events, exhibition openings, etc.

- Maintains and requests signage, print collateral, supply inventory, and request supplies as needed.
- Performs annual reviews of all reporting staff.
- Advises and tracks annual department budget throughout fiscal year
- Leads exhibition related tours and tour trainings for VIPs, staff, docents, and school and family programs as needed.
- Performs other duties as assigned.

Qualifications:

- Bachelor's degree or equivalent combination of education and experience preferred
- Must have 2 or more years of supervisory experience working in customer service, box office, group tours, and/or related experience.
- Administrative experience overseeing a point of sales system required; experience working with ACME 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

Salary: \$62k - \$66k commensurate with experience

The Rubin Museum offers a generous and competitive compensation and benefits package. This includes the Rubin's **Work from Home (WFH) Policy** that allows employees to work offsite four (4) days per week based on their job responsibilities. This policy took effect on September 14, 2022 and will end in its current format on March 31, 2023. The **WFH** benefit policy will be reviewed and revised as needed.

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 currently means to be fully vaccinated is based on the definition 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 Senior Manager, Visitor Experience and 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.