

Employment Opportunity: Visitor Experience Associate, Part-time

About the Museum

The Rubin Museum of Art in Chelsea, New York City, is a Museum and global platform that explores and celebrates the diversity and uniqueness of Himalayan art, ideas, and cultures 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, largely centered around art from the Tibetan Plateau, 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.

About the Position

In this position, the Visitor Experience Associate serves as the first point-of-contact with the visitors to the Museum. In addition, staffing the front desk and coat check areas; conducting daily admissions transactions; and actively encouraging participation in Museum activities are other important aspects of this position.

This is a part-time non-exempt position (no more than 20 hours per week) with a workweek schedule as follows: Fridays 10:30 AM - 5:30 PM **OR** 3:00 PM – 10:00 PM & Saturdays and Sundays 10:30 AM - 5:30 PM with some flexibility required as needed.

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

Responsibilities:

Front Desk:

- 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 of the front desk/coat check area and 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 the front desk via ACME.
- Performs financial reconciliation and cash management processes.
- Troubleshoots visitor problems, answers museum telephone line, and routes calls as necessary.
- Confirms all public signage is up-to-date and accurate.
- Monitors maintenance of Audio Tour devices and ensures daily charging, security and storage of recorded guide units.
- Data entry as assigned (in particular patron details for CRM)
- Assist in efforts to make the Museum visit accessible for all visitors.
- Other duties as assigned.

Visitor Experience:

- Evaluates visitor experience and recommends changes as needed.
- Attends relevant trainings to maintain understanding of upcoming exhibitions and programs.
- Represents the Museum as needed during special events and in welcoming tour groups.
- Performs assignments and projects for the Visitor Experience & Interpretation team as assigned.

Qualifications:

- High School Diploma or equivalent is required.
- Must have a professional demeanor and enthusiasm for working with the public, engaging visitors, and providing exceptional customer service.
- Ability to work 20 hours per week with flexibility to cover extra shifts as needed.
- Customer service-related experience strongly preferred.
- Must be able and willing to learn and disseminate exhibition and programmatic related content.
- Must be a team player and work well with others.
- Knowledge of MS Office preferred.
- Well organized and detail-oriented.
- Strong oral communication skills.
- Ability to act with diplomacy.
- Some knowledge of or experience with Himalayan art a plus.

Compensation:

- **Hourly rate \$17.00**

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).
- The above definition of what it means currently to be fully vaccinated is based on the definition from the Centers for Disease Control and Prevention (CDC)
- Proof of vaccination status must be provided once a job offer has been made.

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 **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.