

## **Mandala Lab Exhibition Facilitator – Part-Time [Contract Role]**

### **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.

### **Summary Description**

The Mandala Lab Exhibition Facilitator (PT) promotes visitor engagement with the Mandala Lab by offering a range of insights into the art and encouraging dialogue that leads to an enhanced visitor experience. In this role, the Facilitator serves as the first point-of-contact with visitors to the Mandala Lab. In addition, an integral aspect of this role is actively encouraging participation in Museum activities.

This is a part-time non-exempt role (no more than 20 hours per week) with a required flexible schedule that includes: Thursdays 10:30 AM to 5:30 PM, Fridays 10:30 AM to 5:30 PM OR 3:00 PM to 10:00 PM, and Saturdays and/or Sundays 10:30 AM - 5:30 PM.

This role is not hybrid eligible.

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

**Responsibilities:****Visitor Engagement**

- Welcomes and orients visitors by offering assistance in a warm and friendly manner, ensuring that information is properly communicated to visitors.
- Supports Mandala Lab floor maintenance including identifying technological issues, troubleshooting, inventorying printed materials, and cataloging information as needed.
- Evaluates visitor experience and recommends changes as needed.
- Assists in enforcing visitor policies and procedures.
- Participates in training initiatives and educates oneself on Himalayan Art and the Museum's collection and exhibitions.
- Assists in the development of in-gallery interactives, activities, and tours as needed.
- Assists in the tracking and maintenance of in-gallery interactives and experiences.
- Represents the Museum as needed during special events and in welcoming tour groups.
- With Admissions staff, interfaces with the public to distribute event tickets and coordinate stand-by procedures for sold-out events.
- Keeps the 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 challenges.
- Performs other duties as assigned

**Qualifications:**

- High school diploma or equivalent combination of education and experience required.
- Holiday, weekend, and evening availability is essential.
- Must be punctual and maintain strong attendance.
- Must have customer service-related experience.
- Must have a professional demeanor and be able to comfortably engage with members of the public.
- Must be able and willing to learn and disseminate exhibition and programmatic-related content.
- Must be able to thrive in a fast-paced environment adapting to changing needs.
- Must be well organized and detail-oriented.
- Must be a team player who is comfortable interacting with diverse groups.
- Must have excellent interpersonal, diplomatic, and communication skills.
- Must be able to communicate across departments and teams in a collaborative environment.
- Passionate about creating lasting connections with visitors a plus
- Some knowledge of Asian arts and cultures a plus.

**Compensation:**

- Hourly rate \$15.00

**COVID-19 Vaccination Requirement:**

- New hires 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 an 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 Mandala Lab Exhibition Facilitator, PT in the subject line of the email and in the body of the cover letter.
- Applications in electronic format preferred, and accepted at [programming@rubinmuseum.org](mailto:programming@rubinmuseum.org).
- Mail application to: The Rubin Museum of Art, 150 West 17th Street, New York, NY 10011. Attention: Programs & Partnerships 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.*