

## **Employment Opportunity: Visitor Experience Associate, Part-Time/Temporary**

### **About the Museum**

The Rubin Museum of Art is a global museum dedicated to sharing Himalayan art with the world. Founded in 2004, the Rubin serves people internationally through a dynamic platform, participatory experiences, exhibitions, and partnerships.

The Rubin, inspired and informed by Himalayan art, invites people to contemplate the human experience and deepen connections with the world around them in order to expand awareness, enhance well-being, and cultivate compassion.

The Rubin advances scholarship through a series of educational initiatives, grants, long-term loans, and the stewardship of a collection of nearly 3,500 Himalayan art objects spanning 1,500 years of history – providing unprecedented access and resources to scholars, artists, and students across the globe.

Currently celebrating its 20<sup>th</sup> anniversary in 2024, this fall the Rubin will transition into a global museum, that is – a ‘museum without walls’ with the goal of bringing greater awareness and understanding of Himalayan art to a wider and more diverse audience around the world.

### **About the Position**

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

This is a temporary, part-time non-exempt position (no more than 20 hours per week) with a workweek schedule as follows: Thursdays, 10:30 AM - 5:30 PM, Fridays 10:30 AM - 5:30 PM, & Saturdays 10:30 AM - 5:30 PM with some flexibility required as needed. The incumbent reports to the Manager, Visitor Experience & Interpretation.

This temporary part-time position is for a 6-month period beginning in April 2024 and ending no later than October 7, 2024.

**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.
- Performs Entrance ticketing, Membership, and Programs Sales processing at the front desk via ACME.
- Maintains proper appearance of the front desk/coat check area and inventory of brochures and other printed materials.
- Performs opening and closing gallery walkthroughs.
- Performs coat check responsibilities as needed, which include storing and retrieving parcels, coats, and other visitor items.
- 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.
- 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 and Google applications 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) and must provide proof once a job offer has been made.
- The above definition of what it 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 Visitor Experience Associate, PT/Temporary in the subject line of email and in body of cover letter.
- Application in electronic format preferred and accepted at [jobs@rubinmuseum.org](mailto:jobs@rubinmuseum.org).
- Send application by mail 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.*