

## **Employment Opportunity:**

### **Coordinator, Visitor Experience & Interpretation – Temporary (Hybrid)**

#### **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 20th 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.

#### **SUMMARY DESCRIPTION:**

The Coordinator, Visitor Experience & Interpretation is a temporary position. In this role, the Coordinator will facilitate excellent visitor experience through administrative duties and direct engagement with visitors, offering a range of insights into the art and encouraging dialogue that will lead to an enhanced visitor experience. This self-starter enjoys interfacing with the public and supporting colleagues to achieve a dynamic audience experience.

In addition, the Coordinator is responsible for staffing the front desk and coat check areas, conducting daily admissions transactions, ACME reporting, and working directly with Finance department for till upkeep and reconciliation. This position is cross-trained to support Box Office and Group Visits as required.

This position requires a Sunday through Thursday work schedule with core business hours from 9 AM to 5 PM with flexibility required for weekend and evening shifts as needed.

This is a temporary, full-time, hybrid eligible and non-exempt position for an employment period of six (6) months from May 2024 and ending on or before November 30, 2024.

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

**RESPONSIBILITIES:****Visitor Engagement**

- Welcomes and orients visitors at admissions desk, performs transactions, information sharing, and problem solving to create a positive visitor experience.
- Troubleshoots visitor problems, proactively communicates information via proper channels, and shows care for all aspects of audience experience answers museum telephone line, and routes calls as necessary.
- Maintains admissions desk inventory and galleries to maintain smooth operation
- Ensures that all team members maintain a well-informed, working knowledge of the exhibitions and services offered at the Rubin.
- With Admissions staff, interfaces with the public to distribute tickets and coordinate stand-by procedures for sold-out events.
- Lead tours of the galleries to individuals and groups as needed.
- Represents the Museum as needed during special events and tours

**Administrative:**

- Coordinates daily/monthly staffing of admissions, coat check, and exhibition attendants.
- Performs financial reconciliation and cash management processes.
- Responsible for ensuring the successful opening and closing procedures
- Keeps Manager, Visitor Experience & Interpretation informed concerning present and potential problems related to the visitor experience; makes suggestions for improved and innovative ways of addressing issues.
- Assists Assistant Manager, Box Office & Group Visits with box office tasks as requested, including responding to and processing group reservation inquiries, answering phone calls and taking ticket orders from the Box Office phone line; processing phone and online orders, utilizing ticketing software, among other programs.
- Generates and distributes admissions-based tracking reports as needed.
- Assists in onboarding process of newly hired Visitor Experience team members
- Creates and maintains protocol documents as requested

**QUALIFICATIONS:**

- Bachelor's degree or equivalent combination of education and experience preferred
- 1- 2 years of customer service-related experience 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 contain high emotional intelligence and be able to work across departments and teams in a collaborative environment.

**Salary:**

\$42k to \$45k commensurate with experience.

**The Rubin offers a competitive and generous benefits package.**

This benefits package includes the Rubin's **Work from Home (WFH) Policy**, which allows employees to work offsite four (4) days per week based on their job responsibilities.

All hybrid eligible employees are required to work onsite every Wednesday – designated onsite workday.

The WFH policy in its current format will end on December 31, 2024. This policy will be revised and updated accordingly

**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 **Coordinator, Visitor Experience & Interpretation (Temporary)** in the Subject Line of email and in body of cover letter.
- Applications in electronic format preferred, and accepted at [jobs@rubinmuseum.org](mailto:jobs@rubinmuseum.org)
- Mail application to: The Rubin Museum of Art, 150 West 17<sup>th</sup> 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.*