



## **Visitor Services Associate (part-time, hourly)**

### **About the Job**

The Visitor Services Associate handles all front desk functions with additional duties as requested. Reporting to the Manager of Visitor Services, the Visitor Services Associate is responsible for creating a welcoming experience for all guests. Operating as a brand ambassador and representing the museum by employing exemplary customer service practices, the VSA's primary responsibilities include: processing admissions, answering the main telephone line, offering basic exhibit interpretation, providing concierge services, selling memberships and museum store merchandise and, supporting museum events.

During the COVID-19 Pandemic, the Visitor Services Associate has the additional responsibility of ensuring the health and safety of all stakeholders during operating hours by following policies and protocols established by museum leadership and the Reopening Task Force.

### **Responsibilities Include but not limited to the following:**

- Follow all COVID-19 operating policies ensuring visitor adherence.
- Utilize Altru, the museum's point of sale (POS) software to its fullest extent. Training provided.
- Maintain a clean, welcoming and professional front desk environment.
- Handle all daily cashier functions accurately including ticket sales for general admissions and programs gift shop sales and memberships.
- Communicate with the public about the museum's exhibits and programs, local cultural points of interest, and access to the Museum staff.
- Tally daily visitor contact results in written form and through keyboard data entry.
- Manage daily operations of the Museum Store: maintain a customer friendly appearance, replenish stock regularly, label new stock for clarity in pricing, maintain inventory storage and promote sales and special offers. Assist in reconciliation of Museum Store inventory.
- Conduct accurate daily cash reconciliation including sales, admissions, memberships and special programs for submission to the Finance Department.

### **Knowledge and Skills**

- Completion of self-guided and in-person COVID-19 operations training
- Self-starter / self-directed: able to take initiative and multi-task
- Excellent verbal and written communication skills
- Excellent problem solving skills
- Work cooperatively within a small, creative team environment
- Proficiency in MS Office environment: Word, Excel, Outlook
- Powerpoint and Photoshop experience helpful
- Point of Sale experience a plus – training provided on museum's web based platform
- May require some lifting – up to 25lbs

### **Qualifications**

- Minimum of two years of customer service experience
- Basic office skills including computer, fax, copy machines and telephone skills
- Professional references required

## **Physical Demands**

- May require some lifting – up to 25lbs

## **Schedule**

This part-time position offers shifts of 2-3 days a week Wednesday-Sunday, including providing on-call support for staff call outs or vacations and includes a weekend day. Flexibility in scheduling is needed for evening and weekend events.

**Compensation:** \$18 per hr. plus paid sick leave in accordance with NYC law.

## **New York City Key to New York COVID-19 Vaccination Mandate**

The health and safety of our Museum community is the highest priority. As such, the Museum is requiring all newly hired staff members to be fully vaccinated with an FDA authorized and/or approved COVID-19 vaccine as a condition of employment. Requests for reasonable accommodations for medical, religious, or other reasons will be considered in accordance with applicable law. All staff are required to wear masks while working in Museum spaces.

## **About the Staten Island Museum**

*Founded in 1881 and celebrating its 140th year, the Staten Island Museum engages visitors with interdisciplinary exhibitions, public programs, and educational activities for all ages. It is the mission of the Staten Island Museum to spark curiosity and generate meaningful shared experiences through natural science, art, and history to deepen understanding of our environment, ourselves, and each other.*

## **To Apply**

Email a cover letter with resume to [RBushelle@statenmuseum.org](mailto:RBushelle@statenmuseum.org) or via mail to, attention Renée Bushelle, Manager of Visitor Services, 1000 Richmond Terrace, Bldg A, Staten Island, NY 10301. No phone calls, please.

The Staten Island Museum is an Equal Opportunity Employer. The Staten Island Museum (SIM) and the Staten Island Cultural Institutions Group (SI CIG) values, celebrates, and is committed to fostering diversity, equity and inclusion. SIM believes building an inclusive and equitable environment is an ongoing, active process that requires constant and deliberate mindfulness and attention. Through policies, procedures and programs, SIM values and seeks the strengths of human variety in race, ethnicity, culture, language, religion, personal beliefs, gender, gender fluidity, sexual orientation, family structure, age, ability, veteran status, socioeconomic status, geography, immigration status, and country of origin. Across communities, in programming, with staff, boards of directors, volunteers, artists and visitors, SIM persistently strives to build a culture of diversity of voice and representation, authentically inclusive spaces and equity for all.

Please visit the Museum's website at [www.statenmuseum.org](http://www.statenmuseum.org) for more information.