

February 2025

**Visitor Experience Associate** (permanent part-time, hourly)

**Reports to:** Visitor Experience Coordinator

### **About the Position**

The Visitor Experience Associate (VEA) handles all front desk functions with additional duties as requested. Reporting to the Visitor Experience Coordinator, the Visitor Experience 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 VEA's primary responsibilities include: processing admissions, answering the main telephone line, offering basic exhibit interpretation, providing concierge services, selling museum memberships, museum store merchandise and, supporting museum events. This position is a permanent, fixed, part-time shift schedule.

### **About the Staten Island Museum**

*Founded in 1881, 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.*

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

- 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.
- Provide ancillary support for the museum's Education Department during class trips
- 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**

- Self-starter / self-directed: able to take initiative and multi-task
- Excellent verbal and written communication skills
- Bilingual abilities helpful
- 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

## **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**

- Walking, standing
- May require some lifting – up to 25lbs

## **Schedule**

This part-time position offers permanent shifts two days a week on Thursdays and Saturdays from 10:30am-5:00 (up to 5:30pm). One full weekend day is required for this position. The Associate is assigned to a fixed schedule. There may also be requests for providing on-call support for staff call outs or vacations. Additionally, flexibility in scheduling is needed for the Associate to work evening and weekend events.

## **Compensation:**

\$20 per hour. Eligible for paid sick leave.

## **Additional perks:**

- Free onsite parking
- Access to professional development growth opportunities
- SIM staff receive complimentary admission to participating NYC museums

## **To Apply**

Please submit cover letter and resume to [apply@statenislammuseum.org](mailto:apply@statenislammuseum.org) with subject line: Visitor Experience Associate – [your last name, first name]. No phone calls please. Applications and interviews will be on a rolling basis and accepted until the position is filled.

The Staten Island Museum is an Equal Opportunity Employer. Research shows that women and people from underrepresented groups often apply to jobs only if they meet 100% of the qualifications. If you believe you meet most of the qualifications, we strongly encourage you to apply.

See [www.statenislammuseum.org](http://www.statenislammuseum.org) for more information about the museum.