

Visitor Experience Associate (part-time, hourly)

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 part-time with a regular shift schedule and the possibility of additional hours as needed.

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:

- Handle all daily cashier functions accurately including ticket sales for general admissions and programs gift shop sales and memberships.
- Facilitate 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.
- Communicate with the public about the museum's exhibits and programs, local cultural points of interest, and access to the Museum staff.
- Conduct accurate daily cash reconciliation including sales, admissions, memberships and special programs for submission to the Finance Department.
- Capture, record, and interpret visitor data in written form and through keyboard data entry.
- Utilize Altru, the museum's point of sale (POS) software. Training provided.
- Maintain a clean, welcoming and professional front desk environment.
- Provide ancillary support for the museum's Education Department during class trips and support public programs

Knowledge and Skills

- 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, and PowerPoint
- Adobe Suite (Photoshop, InDesign, etc.) experience helpful
- Point of Sale experience a plus – training provided on museum's platform
- Bilingual abilities desirable

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 shifts two days a week, currently on Wednesdays and Saturdays from 10:30am-5:00 (up to 5:30pm). One full weekend day is required for this position. There may also be additional hours available for evening and weekend events or substitute coverage. Flexibility is needed.

Compensation:

\$21 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@statenislndmuseum.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.statenislndmuseum.org for more information about the museum.