

Visitor Experience Coordinator (full time, 35 hours/week)

Reports to: Director of Operations

1000 Richmond Terrace, Bldg A
Staten Island, New York 10301
StatenIslandMuseum.org

TEL 718 727 1135

FAX 718 273 5683

About the Position

The Visitor Experience Coordinator (the Coordinator) is a full-time position that is responsible for overseeing daily operations of the museum building during public hours including opening and closing the building, supervision of part-time team members and scheduling of Security and Facilities personnel. The Coordinator works Wednesday through Sunday to facilitate the Museum's operating hours for public access.

The Coordinator advances the museum's mission by providing world class customer service as well as supports public programs and administrative and institutional initiatives. The Coordinator has the additional responsibility of ensuring the safety of all visitors by ensuring compliance with the policies and protocols established by museum leadership and the Health and Safety Committee.

Duties and Responsibilities

- Operates as a brand ambassador; professionally and positively representing the Staten Island Museum in all interactions with stakeholders.
- Provides a warm and welcoming environment for all patrons.
- Opens and closes the museum building; during public hours and to facilitate off-hours use (rentals/events).
- Schedules and supervises part-time Visitor Experience personnel. Ensures that there is adequate staff coverage to meet daily operating needs. Provides solutions for staffing and operational issues that arise during the workday.
- Coordinates scheduling of museum security and facilities personnel.
- Submits daily activity reports documenting visitor attendance, sales and building operations concerns.
- Handles visitor inquiries and concerns professionally. Uses sound judgement in resolving problems. Identifies reports and or escalates matters to museum leadership as necessary.
- Maintains and facilitates admission programs including third-party discount platforms.
- Utilizes Altru, a Customer Relationship Management (CRM) platform used for ticket and merchandise sales, fundraising and management of constituent records.
- Data management responsibilities include providing reporting and analysis for administrative and institutional advancement purposes.
- Knowledgeable about the museum's history and mission. Stays current on museum news and initiatives, contributing to strategic and interpretive planning process.
- Supports business development and earned income by facilitating rentals, managing contracts, coordinating staffing and executing flawless events.
- In coordination with the Business Office, hires Visitor Experience part-time personnel.
- Onboarding and training of Visitor Experience staff.
- Mentors staff and volunteers by following professional standards.
- Supports the Public Programs Department with program delivery.
- Supports the Education Department with checking in school groups and processing class trip payments
- Assists with A/V tech support for museum programs, meetings and rentals.
- Provides support with coordinating hospitality for museum programs and rentals as required.
- Other responsibilities as requested.

Knowledge and Skills

- Excellent verbal and written communication skills
- Problem solver and an energetic work style
- Team player with the ability to take initiative
- Ability to handle multiple tasks and deadlines with accuracy in a fast-paced environment
- Strong organizational and prioritization skills and attention to detail
- Solid (MS Word, Excel, etc.). Powerpoint and Photoshop experience is helpful

Qualifications

- Bachelor's degree in Education or Museum Studies preferred
- Availability on weekends, evenings, holidays and special events required
- CRM database experience required, Altru experience preferred. Training is provided
- Able to lift 25 lbs.

Schedule: The position is full-time, Wednesday through Sunday, with flexibility for evening attendance for rentals, meetings, community events, and special museum programs.

Compensation and Benefits:

- \$40,000 - 45,000 annual salary
- The Museum offers a generous employer-sponsored full benefits package, including:
 - Health insurance benefits through EmblemHealth HIP HMO Preferred Plan, basic coverage, at no cost to employee. Employee may choose upgraded plan options including prescription drugs with employee contribution.
 - The Museum provides enrollment in the NYC Management Benefits Program which supplies supplemental benefits, including basic group life insurance, superimposed major medical, dental and vision coverages
 - Employees are afforded coverage under New York State long-term disability and workers compensation. Nominal employee payroll contributions are mandatory for NYS short term disability and NYS Paid Family Leave
 - Pension through Cultural Institution Retirement System (CIRS)
 - 401(K) participation available through CIRS, non-matching
 - Employees are provided with twelve (12) paid holidays, fifteen (15) vacation and ten (10) sick days annually for the first five years, accrued according to Museum policy. Employees are entitled to paid jury duty and bereavement leave. The Museum complies with current state and federal policies for Family and Medical Leave.

Additional perks:

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

Start Date: Immediate.

The Staten Island Museum requires all employees to be fully vaccinated with an FDA or WHO authorized vaccine (or approved for an exemption as a reasonable accommodation due to a disability, sincerely held religious belief, or pregnancy, or because you are a victim of domestic violence, stalking, or sex offenses).

About 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.

To Apply

Email a cover letter with resume to rbushelle@statenismuseum.org or via mail to: attention Renée Bushelle, Director of Operations, 1000 Richmond Terrace, Building A, Staten Island, NY 10301. No phone calls, please.

June, 2023

STATEN ISLAND MUSEUM

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.

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If you believe you meet most of the qualifications, we strongly encourage you to apply.

Please visit the Museum's website at www.statenislandmuseum.org for more information.