

Visitor Services and Retail Associate:

Excitement is building at the Museum of the City of New York. A \$96 million project to renovate and expand the Museum's historic building on Fifth Avenue has been completed. At the same time, provocative exhibitions draw visitors from all over the city, the nation, and the world. Behind-the-scenes, important aspects of the Museum's rich collections of New York City iconography are being conserved and digitized. The Museum's Frederick A.O. Schwartz Children's Center educates elementary and middle school students about the history and culture of their city.

The museum seeks a part-time Visitor Services and Retail Sales Associate who is a dynamic and outgoing individual who displays superior customer service skills and is enthusiastic about the mission of the organization. Visitor Services staff are the first contact the public has with the institution and play an invaluable role in defining the tone of each visitors' experience.

In order to be successful in this position, the ideal candidate must have strong customer service skills and be able to create a welcoming and engaging environment for the public. Candidates must also be able to efficiently drive retail sales and have a strong sense of product knowledge and vendors. Knowledge of exhibitions and content, programs, and memberships are also required to effectively drive sales. Visitor Services staff are also required to accurately process sales transactions and produce daily reports at the end of their shifts.

Qualifications:

- 2-3 years retail experience, preferably within a museum or other non-profit organization is highly preferred
- A true team player with excellent customer service skills
- Proactive, action oriented team member willing to take direction from supervisors
- Experience with POS systems, Counterpoint and Altru experience a plus
- Excellent communication skills
- Ability to work a flexible schedule, including weekends, evenings, and some holidays

Please send a cover letter, resume, and salary requirements to jobs@mcny.org. To be considered, please include Visitor Services and Retail Associate in the subject line. No phone calls please. The Museum of the City of New York is an equal opportunity employer.