

STATEN ISLAND MUSEUM

June 2024

Visitor Experience Associate (permanent part-time, hourly)

Reports to: Visitor Experience Coordinator

About the Position

The Visitor Experience Associate 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 memberships and museum store merchandise and, supporting museum events. This position is a permanent, fixed, part-time shift schedule.

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.
- 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
- 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

- May require some lifting – up to 25lbs

Schedule

This part-time position offers permanent shifts two days a week on Fridays and Sundays 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: \$18 per hour plus paid sick leave in accordance with NYC law.

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.

To Apply

Email a cover letter with resume to RBushelle@statenmuseum.org or via mail to, attention Renée Bushelle, Director of Operations, 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 for more information.