

MoMA PS1 JOB DESCRIPTION

Title:	Assistant Manager of Visitor Engagement
Status:	Full Time, Exempt
Reports to:	Manager of Visitor Engagement
Date:	June 2017

MoMA PS1 is one of the oldest and largest nonprofit contemporary art institutions in the United States. An exhibition space rather than a collecting institution, MoMA PS1 devotes its energy and resources to displaying the most experimental art in the world. A catalyst and an advocate for new ideas, discourses, and trends in contemporary art, MoMA PS1 actively pursues emerging artists, new genres, and adventurous new work by recognized artists in an effort to support innovation in contemporary art. MoMA PS1 achieves this mission by presenting its diverse program to a broad audience in a unique and welcoming environment in which visitors can discover and explore the work of contemporary artists. Exhibitions at MoMA PS1 include artists' retrospectives, site-specific installations, historical surveys, arts from across the United States and the world, and a full schedule of music and performance programming.

Summary

Reporting to the Manager of Visitor Engagement, the Assistant Manager is responsible for overseeing Visitor Engagement operations, staff, and projects for the museum. The Assistant Manager works both independently and collaboratively to ensure a positive visitor experience, excellent customer service, and highly effective logistics for public participation in exhibitions, programs, and events across a multipurpose campus. This position requires strong organizational and management skills. Candidates must possess excellent communication skills, both verbal and written, be capable of carrying out a wide array of duties, and work well in a team environment or with minimum supervision. We seek someone who excels at customer service, is highly detail-oriented, responsible, and flexible. Experience managing a ticketing system is a must.

Supervision

The Assistant Manager of Visitor Engagement reports to the Manager of Visitor Engagement. The Assistant Manager helps supervise a full-time staff of four Senior Visitor Engagement Associates, six full-time Visitor Engagement Associates and a variable number of part-time Gallery Associates, as well as interns, contractors, and vendors.

Responsibilities

A. Visitor Engagement

- In conjunction with the Department Manager, lead Visitor Engagement staff by example and in a hands-on manner to ensure excellent service and a positive museum experience that encourages repeat visitation and community participation
- Ensure a high quality of service and a high level of visitor satisfaction through oversight of all aspects of the full cycle of the visitor experience at the museum, including customer service, museum and event admissions, public amenities, visitor safety, museum information and wayfinding
- Ensure professional appearance and maintenance of front- and back-of-house Visitor Engagement areas, including public desks, office, break room, and temporary work spaces
- Ensure that special visitor needs, issues, or incidents are addressed appropriately and in a timely manner, and handle difficult and sensitive visitor issues that are escalated beyond the

supervisory level

- Help oversee school and other group visits and guided tours, and coordinate with relevant departments on community outreach and participation
- Work closely with the Department Manager and the Communications Department on developing and expanding audiences, promoting repeat visitation, and ensuring that public visitor information, including on the website, is clear, accurate, and regularly updated in a timely manner
- In conjunction with the Department Manager and other Departments, help plan, coordinate and execute for the visitor's needs for MoMA PS1's signature events including Sunday Sessions, Warm Up, NY Art Book Fair, and a variety of other public programs
- Collaborate and communicate in a highly productive and effective way with events, operations, security, registration, and other staff on all visitor-related issues, including participating in regular interdepartmental planning meetings

B. Management and Training

- In conjunction with the Department Manager, proactively train, guide, and coach the Visitor Engagement team of up to thirty staff members.
- Together with the Department Manager, help develop and participate as necessary in effective staff training programs, in regard to exhibition and program content, art work safety, museum history, museum activities and programs, and visitor amenities
- In connection with the Department Manager, build, improve, and manage policies and procedures that improve staff performance, maximize resources, and streamline operations
- In conjunction with the Department Manager, oversee the internship and volunteer program, by providing program schedules, organizing educational events and coordinating with independent program advisors

C. Ticketing, attendance & reporting

- Maintain in-depth knowledge of all onsite ticketing systems, including front and back end expertise, for daily admissions, public programming, and special events
- Administer reporting procedures for daily admissions, public programming, and special events and create new reports within ticketing system as necessary
- Monitor daily, weekly, monthly ticket sales to ensure alignment with attendance and revenue projections
- Ensure precise cash management procedures are followed and oversee daily close-outs

D. Department Operations

- In conjunction with registration, security, and other staff, help to ensure the safety and security of art works through staff monitoring and reporting protocols
- Serve as the departmental contact with vendors for supplies, equipment, and other event and operational materials
- Manage office supplies for administrative staff
- Represent the Department Manager in meetings with community groups and other events with local organizations

Qualifications

To perform this job successfully, an individual must be able to perform each essential function to a high professional standard. The requirements listed below are representative of the knowledge, skill, and/or ability required.

1. Bachelor's degree, with coursework in business or arts administration helpful.
2. Minimum of 4 years' experience in visitor services, hospitality, customer service, and/or sales, or an acceptable equivalent combination of education, training, and experience.
3. Experience with personnel management, staff development and training, team building, and ability to work productively and collaboratively with all levels of management and staff.
4. Strong engagement with and knowledge of visitor service principles, practices, and procedures; arts/leisure audiences; and contemporary artistic practices and/or museums.
5. Professional, polished, and positive attitude and demeanor, with exceptional communication skills, in both public-facing and internal meetings, presentations, and discussions, including demonstrated skill in presenting information and facilitating positive dialogue with public and de-escalating tense situations.
6. Demonstrated strength in managing time, completing tasks, and being proactive, accountable, and adaptable in dynamic and creative setting and multifaceted role with competing demands on attention and frequently changing and conflicting priorities and deadlines.
7. Demonstrated ability to take initiative and work independently, while understanding and accepting nuanced direction.
8. Excellent organizational abilities, analytical skills, and attention to detail with ability to not lose sight of the big picture.
9. Excellent judgment, professionalism, and discretion in handling confidential and sensitive situations and matters.
10. Excellent computer skills, including in depth knowledge of ticketing point of sale software and equipment.
11. Ability and willingness to work a flexible schedule, including weekends, evenings, and holidays as needed.

MoMA PS1 is an equal opportunity employer and considers all candidates for employment regardless of race, color, sex, age, national origin, creed, disability, marital status, sexual orientation or political affiliation.

Please send your resume and cover letter to employment_ps1@moma.org and include "Assistant Manager of Visitor Engagement" in the subject line. For more information about MoMA PS1, please visit www.MoMAPS1.org.

Please be advised that due to the high volume of applicants, we are only able to contact those candidates whose skills and background best fit the needs of the open positions. Thank you for your interest in employment opportunities at MoMA PS1.