

Visitor Experience Assistant

Date: August 2025
Start Date: ASAP
Title: Visitor Experience Assistant
Department: Visitor Experience
FSLA Status: Non-Exempt
Supervisor: Manager of Visitor Experience

Schedule: Thursday 10:15 – 5:00
Sunday 10:15 – 6:00

The Jewish Museum:

The Jewish Museum serves people of all religious, cultural, and ethnic backgrounds through world-class exhibitions ranging from ancient to contemporary. Founded in 1904 and located on New York City's Museum Mile, the Jewish Museum aspires to be the global leader at the center of Jewish culture.

The Museum maintains a unique collection of nearly 30,000 works of art, ceremonial objects, and media reflecting the global Jewish experience over more than 4,000 years. The Museum's thought-provoking, innovative, and intellectually stimulating exhibitions and education programs serve a wide range of audiences, including families, children and teens, students, educators, and visitors with disabilities. As an identity-based institution, the Museum plays an important role among cultural institutions, challenging all forms of bigotry and discrimination and promoting understanding among wide audiences and especially in these challenging times. The Jewish Museum invites applicants of all backgrounds to consider joining the Museum in its work.

The Jewish Museum is committed to creating an inclusive and welcoming environment for all. Integrity, collegiality, and excellence are central to the Museum's values. These values, along with an institution-wide commitment to Diversity, Equity, Access & Inclusion (DEAI), are embedded in the Museum's strategic plan.

The Position:

Visitor Experience Assistants provide visitors with a positive and welcoming experience at the Jewish Museum through courteous, proactive, and efficient sales and customer service. The Museum operates four days a week, including evenings, weekends, and holiday hours.

Visitor Experience Assistants are responsible for fulfilling an array of job functions in a friendly, positive manner, including selling admission and program tickets; selling memberships and serving member needs; providing visitor information and wayfinding assistance; administering and orienting visitors to the Museum's mobile tours; ticket scanning and queue management; providing customer service support by telephone; assisting with the fielding of audience intercept surveys; and acting as in-gallery



attendants as needed. The position pays a competitive rate of \$23/hour, plus a commission on Museum memberships sold.

Responsibilities Include:

- Act as an ambassador to the museum, greeting all visitors in a warm and respectful manner, and delivering a customer experience aligned with the museum's brand and core messaging and ensuring all programs, exhibitions, and services are properly communicated to visitors. Adhere to outlined training materials and steps of service.
- Work closely with the Membership and Marketing departments to achieve monthly sales goals, including upselling visitors to become members, and upgrading and renewing existing members.
- Participate in day to day management of cash drawers, including financial reconciliations and reporting.
- Attend periodic trainings on Museum standards and protocols (e.g. security, accessibility); responsible for upholding these standards as part of daily duties.
- Maintain proper appearance of the front desk and manage visitor materials, including replenishing printed materials throughout the building and maintaining mobile tour devices.
- Partner effectively with colleagues in other departments, including Security, Retail, and Operations, to provide a consistent visitor experience.
- Handle visitor concerns, comments, and complaints in a highly respectful and diplomatic manner.
- Evaluate visitor experience and make recommended changes as needed.
- Potential to be cross-trained in expanded functions within the division, including work with group tour sales, outreach, and retail.

Requirements:

- Naturally outgoing and positive demeanor
- Experience in and enjoyment of customer-facing roles, such as retail or hospitality
- Highly developed interpersonal skills; adept team player
- Able to report to duty during inclement weather to maintain the Museum's operations
- Proficiency in foreign languages preferred (priority given to fluency in Spanish, French, Hebrew, and Russian)
- Strong interest in art and Jewish culture a plus
- Computer savvy; able to learn new technologies quickly; prior experience with POS systems a plus
- Ability to sit and stand for extended long periods of time
- Weekend and evening availability required

Salary: \$23.00/hour

Send Resume with Cover Letter To:



Director, Human Resources
The Jewish Museum
1109 Fifth Avenue
New York, NY 10128
Email: jobs@thejm.org
Fax: 212.423.3232

The Jewish Museum encourages individuals of all ethnic, racial, and socioeconomic backgrounds to apply for this position. We are committed to maximizing the diversity of our organization and want to engage all those who can contribute to this effort. The Jewish Museum provides equal employment opportunities to all qualified individuals and does not discriminate on the basis of any protected characteristics prohibited by applicable law.

This is a unionized position with covered employees represented by Local 2110, UAW, AFL-CIO.

