



Museum at Eldridge Street
Visitor Experience Associate

Organization Background

The Museum at Eldridge Street, a non-sectarian cultural organization in Lower Manhattan, was founded with a mission to restore and interpret its home, the historic 1887 Eldridge Street Synagogue, and serve people of all backgrounds with educational and cultural programs inspired by the landmark building and its gateway Lower East Side neighborhood.

Summary

The Museum seeks a detail-oriented, enthusiastic, and outgoing individual to fill the role of Visitor Experience Associate. The candidate should possess excellent communication and interpersonal skills, and must be highly reliable. This individual has a record of working in a fast-paced environment and successful experience in a public facing role. This is a full-time role.

Essential Duties and Responsibilities

- Performs entrance ticketing, programs sales, & gift shop processing with our POS & other ticketing systems
- Manages upkeep of Museum POS system including other ticket sales platforms & group tours partnerships
- Provide excellent visitor experience to all guests by tending to visitor concerns, assisting with coat check when needed
- Participate in day to day management of cash drawers, including financial reconciliations & reporting
- Attend periodic trainings on Museum standards and protocols (e.g. security, accessibility); responsible for upholding these standards as part of daily duties
- Answers museum telephone lines & answers general inquiry emails
- Maintains proper appearance of the front desk/gift shop area at all times
- Oversees that all public signage, printed materials, etc. are up to date & works with appropriate staff members with signage content & design
- Data entry & other administrative duties as assigned
- Assist with day-of operations as needed for any programs, exhibitions, or special events
- Track inventory & sales of gift shop items & replenishes stock as necessary
- Assist with the planning, research, development, implementation of outreach initiatives
- Provide Museum tours as needed

Qualifications

- Excellent oral & written communication/interpersonal skills, with the ability to effectively impart policies & offerings to visitors
- Front facing experience at a museum or cultural institution
- Ability to enforce Museum policies & procedures while maintaining professionalism & patience
- Strong project management skills, with a proven ability to work on multiple projects simultaneously, & keen attention to detail & deadlines
- Excellent organizational & prioritization skills
- Strong writing, editing, & communications skills
- Experience with data analytics
- Background in History, Jewish Studies, Anthropology, Folklore, Public Humanities, or Social History preferred
- Flexibility in working museum events on evenings or weekends, as required

COMPENSATION: This position pays an annual salary of \$40,000 for full-time. Full-time employees are eligible for a 403 (b) retirement plan with annual budget-based employer contribution; generous vacation, personal, and sick time; and a holiday schedule that honors religious practices within the staff.

To apply, please email a COVER LETTER and RESUME and how you learned about the position, with “VS Associate” in the subject line to: Bonnie Dimun at bdimun@eldridgestreet.org.

The Museum at Eldridge Street is an equal opportunity employer. As such, the Museum provides equal employment opportunity for all employees and applicants without unlawful discrimination with respect to age, citizenship status, color, creed, disability, ethnicity, gender identification, marital status, military status or veteran, national origin, political association, race, religion, sexual orientation or any other classification protected by federal, state and local laws. The Museum at Eldridge Street is a 501-c-3 tax-exempt organization.

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