



JOB POSTING
Visitor Services Representative (Part-Time)
Sugar Hill Children's Museum of Art & Storytelling
(New York, New York)

Open since October 2015, the Sugar Hill Children's Museum of Art & Storytelling (SHCMAS) is the cultural capstone of BHC's Sugar Hill development at the inter-section of the African-American community of Harlem and the Latino community of Washington Heights. SHCMAS provides children with opportunities to discover, engage with and appreciate important works of art as they strengthen their own cognitive and creative development. Museum programs developed for 3-8 year olds and their families feature exhibitions ranging from single-artist presentations to thematic surveys and newly commissioned artist projects; intensive hands-on art education programs; storytelling series; and other family programs.

The Museum is a program of Broadway Housing Communities (BHC), a nonprofit organization committed to addressing the challenges of poverty and homelessness for adults, children, families and communities in Upper Manhattan. BHC has developed seven buildings that provide housing and other services for people living in deep poverty; operates an award-winning early childhood center; and provides opportunities for tenants and the wider community to engage with the cultural arts. The recently completed Sugar Hill Project, located in the National Historic District of Sugar Hill, includes 124 units of permanent, affordable housing; an early childhood center; a children's museum of art and storytelling; and other community facilities.

DESCRIPTION: As part of an initiative to enhance the personal experiences visitors, particularly young visitors, have with the Sugar Hill Children's Museum of Art & Storytelling's wide array of exhibitions, projects, and programs, the Museum seeks to fill three to four part-time Visitor Services Representative positions to ensure an overall positive museum experience, while promoting a safe environment for Museum visitors and personnel. Visitor Services Representatives will facilitate the active engagement of visitors with the works on view, help to make personal connections and tell stories around the works. Visitor Services Representatives staff will also ensure that visitors comply with Museum policies regarding exhibitions and safety; communicate those policies in a direct, friendly and respectful manner; monitor the flow of traffic; monitor gallery floors, communicate with facilities management regarding potential safety issues or hazards; and report on any incidents or issues.

RESPONSIBILITIES:

Visitor Engagement

- Greet and welcome all Museum visitors.
- Approach and engage visitors as appropriate, respecting boundaries and personal space, always communicating in a respectful and professional manner.
- Direct visitors to, and explain, interpretative materials on exhibitions throughout the Museum. Assist visitors with identifying relevant educational resources (e.g. hands-on art making in Studio Labs, Artist-in-Residence Open Studio hours, books in our gift shop, etc.) and other Museum facilities (galleries, studios, restrooms, coatroom, stroller parking, etc.)
- Provide information on, and encourage participation in, scheduled programming.
- Observe visitor behavior and interaction with works on view and report observations to senior staff.
- Work closely with Associate Director, Education & Community Engagement and Visitor Services Manager to assess gallery engagement methods, particularly for Museum's target audience of three to eight year olds.
- Encourage participation in self-guided activity stations and interactive exhibitions throughout the Museum.
- Ensure that guests of varying needs and abilities have proper access to exhibitions and Museum resources.
- Actively participate in a paid ongoing professional development program covering: exhibition content, visitor engagement strategies, developmental stages of children, customer service and security, learning how to initiate conversations with visitors regarding exhibitions, encourage and inviting feedback and response to exhibitions.

Safety

- Assist in the safety and security of artwork, visitors, personnel, physical plant and assets.
- Oversee the opening and securing of art galleries.

- Oversee all basic security procedures regarding: Museum opening/closing; admissions desk; building/museum hours; emergency procedures; emergency numbers; staff/tenants – names, location of offices, sign in/out; building inspections; vendors' access and identification; etc.
- Work closely with Operations & Facility Manager to insure all staff on duty are compliant with all operating procedures.
- The Lead Visitor Services Representative will assist the Operations & Facility Manager with oversight and scheduling of staff for day to day operations, as well as special events.
- The Lead Visitor Services Representatives will assist the Operations & Facility Manager with the coordination of temp security personnel.

QUALIFICATIONS/REQUIREMENTS:

- High school graduate with 3-5 years work experience, preferably at a museum or other cultural institution
- Excellent interpersonal, verbal and communication skills
- Interest in early childhood development
- Commitment to obtain Security and Fire Guard Certification within 2 months of hire
- The Lead Visitor Services Representative must be computer literate and have at least 1 year of supervisory experience
- Must be available to work Wednesday to Sunday, with flexibility for additional days/hours, as needed
- Experience working in a fast-paced environment and the capacity to exercise good judgment
- Spanish/English/other language proficiencies are a plus
- Please note that this work will require standing for long periods of time, adherence to dress code and Museum policies

APPLICATION:

To apply for this position, please email your resume and cover letter with salary requirements to resumes@bhc.org. Applicant review will continue until the positions are filled. Please indicate your last name and "**SHCMAS Visitor Services Rep**" in the subject line. **No phone calls, please** -- we will respond to those candidates whose qualifications are best aligned with the components of this job description.

SHCMAS/BHC is committed to providing equal employment opportunity without regard to race, ethnicity, religion, gender identity, national origin, age, citizenship status, marital status, sexual orientation, veteran status, height, weight, or disability.