Visitor Services Associate

Founded in 1977 by Martha Beck (1938–2014), The Drawing Center—an exhibition space in downtown Manhattan's SoHo neighborhood—explores the medium of drawing as primary, dynamic, and relevant to contemporary culture, the future of art, and creative thought. Its activities are both multidisciplinary and broadly historical and include exhibitions, publications, and educational and public programs.

The position reports to the Retail and Visitor Services Senior Manager. The Visitor Services Associate position is responsible for providing all guests of The Drawing Center with exceptional customer service while adhering to policies and procedures to maximize sales and ensure quality experiences for all guests. Associates may be one of the primary communication channels between the museum, its members, and the general public as they first enter the museum. They are responsible for providing excellent customer service to every visitor, setting the tone for the overall museum experience while staying knowledgeable on all products of the shop (especially those relating to current exhibitions).

Duties and Responsibilities

Customer Service (25%)

- Provides exceptional customer service to all museum and shop visitors.
- Provides prompt and accurate information to all visitors.
- Actively promotes all museum programs and missions when interacting with visitors in the bookstore or the museum.
- Responds to and reports all customer complaints to Retail and Visitor Services Senior Manager after attempting to listen and resolve the complaint independently following standard procedures for doing so.
- Ensures that all 'special orders' are documented and communicated to all staff to ensure customer orders are handled effectively.
- Actively learns about the Drawing Papers publications and other merchandise in the shop to communicate and understand the product selection that is being offered.
- Demonstrates avid team support for The Drawing Center's goals by assisting in the training of development of other team members as requested.

Sales (25%)

- Sells bookstore products to maximize profits.
- Welcomes all visitors to The Drawing Center in a professional and polished manner.
- Approaches customers to inform them or advise on exhibits and their related products.
- Share information and problems with the Retail and Visitor Services Senior Manager regarding customer services issues or issues with any product.
- Offers all customers membership opportunities.

Desk / Shop Operations (25%)

- Reports inventory shortages to shop management.
- Maintains flexibility regarding work hours to ensure the shop is always covered.

35 Wooster Street
New York, NY 10013
212 219 2166
THE DRAWING CENTER

- May be required to work weekends and evenings.
- Desk / Shop is clean, organized, well-stocked, and all products are displayed and tagged properly according to shop procedures.
- Provides regular and on-going attention to shop / desk cleanliness and appearance when not assisting customers.
- Maintains a professional appearance in order to meet with the general public or guests of the museum.

Finances (25%)

- Completes cash transactions at POS and completes end-of-day reconciliation
- Accurately and efficiently perform all functions of the POS and notifies the manager if there is an issue or problem.
- Watchful at all times to protect cash and shop products (especially aware of possibilities of fake tender or theft).
- Reports end-of-day accurately and reports any discrepancy to the manager.
- Uses discretion when offering discounts for damaged goods or display items.
- Participates in annual physical inventory and routine cycle counts.

Additional Requirements:

Must be able to work a flexible schedule to include weekends, holidays, and special events with limited notice.

Essential Position – Required to report to work during inclement weather conditions if the museum is open.

Not eligible for Telework.

Punctuality is required

Must be eligible to work in the United States

Must be able to stand / sit for long periods of time and may be required to lift boxes of merchandise or other materials of up to 30lbs.

Bilingual preferred but not required

Salary: $18.50

2 - 4 day part-time position

Benefits

Vacation Benefits
Personal Day Benefits
Sick Leave Benefits
Staff Discount: 20% off

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To apply, please email a resume to jobs@drawingcenter.org.

Not sure you meet 100% of our qualifications? Research shows that men apply for jobs when they meet an average of 60% of the criteria. Yet, women and other people who are systematically marginalized tend to only apply if they meet every requirement. If you believe that you could excel in this role, we encourage you to apply.

The Drawing Center is an Equal Opportunity Employer. The Museum does not discriminate because of age, sex, religion, race, color, creed, national origin, disability, marital status, partnership status, veteran status, gender (including gender identity), sexual orientation, or any other factor prohibited by law. The Museum hires and promotes individuals solely on the basis of their qualifications for the job to be filled. The Museum encourages all qualified candidates to apply for vacant positions at all levels. This description shall not be construed as a contract of any sort for a specific period of employment.