



# QUEENS MUSEUM

Position Title: Visitor Experience Agent  
Department: Visitor Experience  
Reports to: Manager, Visitor Experience

## About the Queens Museum

The Queens Museum is dedicated to presenting contemporary art and historical exhibitions and programs that relate directly to urban life and local and international culture. Established in 1972, the Museum is housed in a building that was originally erected as the New York City Pavilion for the 1939-40 New York World's Fair. It then served as the original home of the United Nations General Assembly (1946-1950), an ice and roller rink, and a pavilion once again in the 1964-65 New York World's Fair. The Museum houses over 10,000 objects and materials from the two New York World's Fairs including the Panorama of the City of New York, a 9,000 sq. ft. miniature scale model of the City commissioned for the 1964 Fair and last updated in 1992.

## Position Overview:

The Visitor Experience program is part of an initiative to enhance the personal experiences visitors have with the Queens Museum's wide array of exhibitions, projects, and programs. Visitor Experience Agents serve as advocates for our visitors to ensure a positive museum experience while promoting the safety of the Museum. Visitor Experience Agents will be stationed and rotated throughout the Queens Museum's galleries and project spaces and are responsible for interacting with the general public and safeguarding our exhibitions. These flexible part-time positions are excellent preparation for and introductions to careers in arts and culture. Visitor Experience Agents will participate in an ongoing rigorous training and professional development program led by accomplished museum, cultural and educational professionals as part of a team of talented arts and museum educators.

Visitor Experience Agents are responsible for projecting an attitude of openness and access to all visitors in the galleries. While stationed in the galleries, Visitor Experience Agents will use a variety of strategies to inquire about visitor needs, interests and questions and use specialized knowledge to deepen and enhance visitor connection, engagement and understanding of the Museum's exhibitions and projects.

Using discretion, Visitor Experience Agents are expected to approach and engage visitors as appropriate, respecting boundaries and personal space, thoughtfully monitoring body language and facial expression, always communicating in a respectful and professional manner.

Visitor Experience Agents direct visitors to and explain interpretative materials, to other exhibitions throughout the Museum, and to relevant educational resources (e.g. books in our gift shop, print brochures, reading rooms, online resources on tablet computers, local library branches and community organizations). Visitor Experience Agents encourage participation in self-guided activity stations and interactive exhibitions and projects throughout the Museum, ensuring that guests of varying needs and abilities all have proper access to exhibitions and to the Museum as a whole.

Periodically, Visitor Experience Agents collaborate with resident artists, help promote visitor participation on short-term artist projects in the galleries, and collect data on visitor engagement. The Museum encourages Visitor Experience Agents to envision and propose new, experimental, and nontraditional strategies to promote visitor engagement in the Museum.

Visitor Experience Agents are required to actively participate in a paid ongoing professional development program covering exhibition content, visitor engagement strategies, customer service, security, learning how to initiate conversations with visitors regarding exhibitions, encourage and inviting feedback and response to exhibitions.

#### **Responsibilities:**

**Gallery safety and security:** The Queens Museum, like many other museums, is responsible for preserving art and historical objects for future generations and simultaneously making those objects as accessible as possible to the public for learning and engagement. Carefully balancing those priorities, Visitor Experience Agents will work closely with the Visitor Experience Manager and our security staff to: ensure that visitors check in at our admissions desks and 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, proactively communicating with security staff regarding potential safety issues or hazards, and reporting on any incidents or issues.

**Customer service:** Visitor Experience Agents will respond to general inquiries about the Museum, direct traffic, help visitors find and locate exhibitions, inform visitors about Museum public events and programs, including offsite programs and events. They will assist with maintaining the inventory of Museum brochures and literature throughout the galleries, and work with Museum staff to monitor cleanliness and presentation of gallery spaces. Visitor Experience Agents will also staff the front desk, greeting and orienting visitors to the Museum, operating our ticketing system and ensuring a smooth and positive initial Museum experience.

Visitor Experience Agents will also perform other duties as directed by management.

#### Qualifications

- We seek reliable, empathetic, outgoing, creative, and intellectually curious individuals with a willingness to learn about art and historical exhibitions at the Museum.
- Successful Visitor Experience Agents will be friendly and outgoing, with the ability to conduct oneself in a polite and professional manner in a variety of situations.
- Strong interpersonal and communication skills are essential, as is the ability to assert oneself to enforce policies and protect artwork, as well as to handle crowds and manage lines with a professional demeanor.
- The ideal candidate will have experience working in a fast-paced environment and the capacity to exercise good judgment.
- Successful candidates should also have a high school diploma. Some college is a strong plus, as is demonstrated knowledge, interest, and experience with arts, cultural, historical exhibitions or organizations.
- Experience in one or more of the following areas is a strong plus: education/teaching, hospitality, security, retail, customer service, second language skills a major plus (particularly Spanish, Mandarin, Korean speakers). Former or current participants in Queens Museum public, community, or education programs are strongly encouraged to apply, as a familiarity with the Museum is also a strong plus.
- Please note that this work will require standing for long periods of time, adherence to dress code and Museum policies.

#### Schedule and Compensation:

Visitor Experience Agents will work a set schedule during weekdays, weekends and potentially some holiday hours for 15-20 hours a week with the possibility of additional special event shifts based on seniority and performance. Compensation is \$15/hour.

#### To Apply

Please send a letter of interest and current resume to [HR@queensmuseum.org](mailto:HR@queensmuseum.org). Please note that resumes will be accepted for this position on an ongoing basis. Candidates will be contacted as positions become available.