

# Part-Time Position: Visitor Services Associate



Commitment: Temporary, Part-Time (up to 35 hours per week) through June 19, 2022

Compensation: \$18/hour

Application deadline: December 3, 2021

Start date: January 5, 2022

MOFAD, the Museum of Food and Drink, is seeking Visitor Services Associates to help create an exceptional museum experience for our guests at our new exhibition, *African/American: Making the Nation's Table* in the Africa Center at Aliko Dangote Hall in Harlem, NY. You will help ensure positive visitor experiences and assist the Floor Manager with day-to-day operations. Don't have any prior museum experience? That's okay. We're running a new and different kind of museum. You will join a small and dynamic front of house team and play a critical role in making sure that the exhibition runs smoothly.

## Responsibilities:

- Welcome and engage with all museum visitors
- Provide information, feedback, and exemplary service
- Train on our Salesforce point-of-sale (POS) system to receive payment, distribute tickets, process pre-purchased tickets, and complete retail sales
- Oversee the retail area to ensure that it is inviting, safe, and always fully stocked
- Help maintain a clean work environment
- Support the staff with data entry, answering phones, and performing basic administrative tasks
- Assist with enforcing COVID-19 protocols per [Key to NYC](#) health regulations and protocols
- Do whatever it takes! Be willing to assist with all manner of tasks

## Qualifications:

- Exceptional customer service and interpersonal skills
- Positive and dependable work ethic
- Excellent communication skills and ability to prioritize and manage time effectively
- Flexible work schedule including some evenings, weekends, and holiday availability
- Have basic computer skills
- Must be fully vaccinated against COVID-19 and willing to enforce protocols with staff, volunteers, and guests as per NYC Health regulations and protocol

## Preferred:

- Knowledge of museum visitor services
- Interest in food culture, history, science, production, commerce, and policy
- Aptitude for conflict resolution, negotiation and creating positive outcomes
- Multilingual ability a plus



### **Exhibition Hours:**

- Wednesday-Sunday 10am-5pm, plus occasional weekday evening programs usually mid-week between 6-9pm (working hours are 9:30am to 5:30pm; actual schedule will be determined by hours of operation and special events)

### **HOW TO APPLY**

Think you're ready to help us build a New York institution for the ages? Submit one PDF with the following to [jobs@mofad.org](mailto:jobs@mofad.org):

- Cover letter explaining why you would like to work at MOFAD
- Resume
- Two references

Please include "Visitor Services Associate Last, First" in the subject line of your email. We'll be in touch if we feel your experience best fits the position.

### **About MOFAD**

The Museum of Food and Drink is New York City's first food museum with exhibits you can eat. As an educational 501(c)3 nonprofit, our mission is to create cultural change towards a more thoughtful, equitable, and delicious future by using food as a powerful lens for understanding ourselves, each other, and the world around us.

MOFAD values an open-ended, inquiry-based, and fun approach to food education. We are proud to have reached hundreds of thousands of people with our experiential exhibitions, programming, digital content, and educational outreach. Learn more at [mofad.org](http://mofad.org).