Part-Time Position: Visitor Services Associate

**Location:** The Africa Center at Aliko Dangote Hall, 1280 Fifth Ave. New York, NY 10029  
**Commitment:** Temporary, Part-Time (up to 35 hours per week) through August 19, 2022  
**Compensation:** $18/hour  
**Application deadline:** May 31, 2022  
**Start date:** flexible

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 point-of-sale (POS) systems 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  
- Support the staff with data entry, answering phones, and performing basic administrative tasks  
- Assist with enforcing COVID-19 protocols  
- Assist visitors with exhibition’s VR content  
- Help with maintenance and upkeep of Oculus VR headsets  
- Become knowledgeable about the content of the exhibition  
- Perform daily checks overseeing security and well-being of artifacts and displays  
- Help maintain a clean work environment  
- 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  
- Basic computer skills  
- Aptitude for conflict resolution, negotiation, and creating positive outcomes  
- Excellent time management while simultaneously handling multiple tasks  
- Must be fully vaccinated against COVID-19 and willing to enforce protocols with staff, volunteers, and guests
Preferred:

- Knowledge of museum visitor services, retail, or customer service
- General knowledge of VR experiences
- Interest in food culture, history, science, production, commerce, and policy
- Multilingual ability a plus

Exhibition Hours:

- Thursday through Sunday from 10 AM to 6 PM (working hours are 9:30 AM to 6:30 PM)
  - Evening programs, usually mid-week between 5:30 and 9:30 PM ($25/hour rate)
- Actual schedule will be determined by hours of operation, programming, 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:

- 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.