



**The Museum of Food and Drink
Visitor Services Associates
at DUMBO**

MOFAD is seeking two or three individuals to help create an exceptional museum experience for visitors to our new museum space in DUMBO, which will house year-long exhibitions starting with *Flavor: The World to Your Brain*. You will help ensure positive visitor experiences and assist the Exhibition Operations 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 our exhibitions run smoothly.

These are part-time hourly positions beginning in January 2024. Compensation is \$22 per hour. MOFAD will be open Wednesdays through Sundays, and visitor services associates are expected to work up to three 6-hour shifts per week (11:30am to 5:30pm) on those days. There may be the potential to work more hours in consultation with the exhibition operations manager and per the museum's needs.

RESPONSIBILITIES

- Welcome and engage with all museum visitors
- Provide information, feedback, and exemplary service
- Train on our point-of-sales (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 fully stocked
- Support museum staff with data entry, answering phones, and performing basic administrative tasks
- Assist visitors with exhibition's interactive content, including maintenance and upkeep of machinery, technology, and other equipment as needed
- Be knowledgeable about the exhibition on show and MOFAD
- 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:

- Willing and able to work a nontraditional work schedule, including weekends
- Exceptional interpersonal, collaborative, written communication, and customer service skills
- Positive and dependable work ethic
- Ability to prioritize and manage time and tasks effectively



- Basic computer skills and willingness to learn our POS and database systems
- Aptitude for conflict resolution, negotiation, and creating positive outcomes

Preferred:

- Knowledge of museum visitor services and New York City cultural institutions
- Basic experience in the arts, hospitality, retail, or a similar client-facing industry
- Interest in food culture, history, science, production, commerce, and/or policy
- Fully vaccinated against COVID-19
- Multilingual

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
- Resume
- Contact information for two references

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

Applications will be reviewed on a rolling basis with a start date in January 2024.

ABOUT MOFAD

The Museum of Food and Drink (MOFAD) is New York City's first 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.

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.