
THE SHED

423 W 55th Street, 7th Floor
New York, NY 10019

Job Description: Visitor Experience Supervisor

NOV 01, 2018

About The Shed

Opening in spring 2019 where the High Line meets Hudson Yards on Manhattan's west side, The Shed will be dedicated to commissioning, producing, and presenting the full spectrum of performing arts, visual arts, and pop culture. From hip hop to classical music, painting and sculpture to literature, film to theater and dance, The Shed will bring together leading artists and thinkers from all disciplines under one roof. The building—a remarkable movable structure designed by Diller Scofidio + Renfro in collaboration with Rockwell Group—physically transforms to support artists' most ambitious ideas. Committed to nurturing artistic invention and bringing creative experiences to the broadest possible audiences, The Shed, led by Artistic Director and CEO Alex Poots, will be a 21st-century space of and for New York City.

About the Position

The Visitor Experience Supervisor is a key member of the Visitor Experience team that will be responsible for developing, launching, and managing frontline operations for The Shed. The Visitor Experience Supervisor will lead the frontline team, be a power user of the ticketing platform, and help achieve the customer service goals of The Shed. The Visitor Experience Supervisor will be part of the core team that is responsible for the audience experience and rethinking how technology and new engagement strategies can shape that experience. The Visitor Experience Supervisor will lead a fully cross-trained team in the operational areas of box office, front of house, group sales, and customer service.

The ideal candidate has experience leading frontline teams, using ticketing systems, front-of-house operations, and customer service in seated, general admission, and timed ticketing environments. They have expertise in both the performing and visual arts, which is essential for the interdisciplinary nature of The Shed's programming. They have leadership experience, a demonstrated enthusiasm for The Shed's mission to advance contemporary culture, a strong interest in the arts, popular culture, science, and technology, and can work collaboratively with colleagues across a quickly growing organization.

Key responsibilities include, but are not limited to

- Responsible for aligning customer service with The Shed's mission to create a best-in-class visitor experience that is welcoming to all

- Lead the frontline team including scheduling, performance management, incentive programs, and training
- Responsible for supervising frontline staff in roles including ticket/membership sales, ushering, coat check, greeting, information, gallery attendant, wayfinding, retail, groups, inbound calls, etc. for both visual and performing arts
- Assist with the storage, inventory, and distribution of programs
- Responsible for the safety and well-being of the audience, including ensuring that all frontline staff are fire guard and first aid certified and trained to respond in the event of an emergency
- Run morning updates and pre-event briefings to keep the frontline team engaged and informed
- Manage the daily schedule by assigning posts and creating a break schedule
- Complete end-of-day financial duties including cash management and reporting
- Act as a power user and trainer for the ticketing system (Tessitura)
- Build a strong team that is highly trusted and highly competent
- Create a positive work environment where excellence is fostered among frontline staff
- Be a leader for service delivery excellence through all channels: in person, chat, phone, and email
- Responsible for accurate data collection on the frontline to help the organization make data-informed decisions
- Maintain high data governance standards across the institution

Qualifications and Qualities

- Three or more years of ticketing and/or customer service experience in a supervisory role
- Expertise in customer service for both performing and visual arts
- Experience using a ticketing system
- Open to rethinking the visitor experience using technology and new strategies
- Friendly, welcoming, and warm demeanor towards colleagues and audience members
- Strong leadership skills
- Exemplary verbal and written communication skills
- Resilient and able to handle high-pressure situations without burning out
- Responds well to constructive feedback
- Ability to stand for the duration of the shift and lift 50 lbs.
- Able to work a variable schedule including nights, weekends, and holidays

Compensation

Compensation will be commensurate with experience. Please provide salary requirements with your application.

Application Process

Interested candidates should submit résumé and cover letter in a single Word or PDF document saved as candidate's first and last name. All submissions should be emailed to hr@theshed.org with "Visitor Experience Supervisor" in the subject line. Only résumés and cover letters submitted in this format will be reviewed. No phone calls, please.

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The Shed is an Equal Opportunity Employer, committed to the goal of building a culturally diverse staff, and strongly encourages applications from minority candidates.