
THE SHED

THE **BLOOMBERG** BUILDING
545 West 30th Street
New York, NY 10001

Job Description: Visitor Experience Supervisor

About The Shed

The Shed is a new cultural institution of and for the 21st century. We produce and welcome innovative art and ideas, across all forms of creativity, to build a shared understanding of our rapidly changing world and a more equitable society. In our highly adaptable building on Manhattan's west side, The Shed brings together established and emerging artists to create new work in fields ranging from pop to classical music, painting to digital media, theater to literature, and sculpture to dance. We seek opportunities to collaborate with cultural peers and community organizations, work with like-minded partners, and provide unique spaces for private events. As an independent nonprofit that values invention, equity, and generosity, we are committed to advancing art forms, addressing the urgent issues of our time, and making our work impactful, sustainable, and relevant to the local community, the cultural sector, New York City, and beyond.

About the Position

The Visitor Experience Supervisor is a key member of the Visitor Experience team that is 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
 - Foster an open rapport with the frontline staff, ensuring the Visitor Experience Associates feel comfortable in quickly communicating any issues affecting operational needs
 - 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
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- Responsible for accurate data collection on the frontline to help the organization make data-informed decisions
- Maintain high data governance standards across the institution
- Lead a team committed to radical service
- Monitor OKRs and KPIs to ensure the efforts of The Shed reflect a high level of achievement

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 subordinates, colleagues, supervisors, 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 complete an application and submit résumé and cover letter in a single Word or PDF document saved as candidate's first and last name through our Career Center page [here](#). Only résumés and cover letters submitted in this format will be reviewed. No phone calls, please.

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