Dia Art Foundation Job Description

Assistant Manager, Visitor Experience
Full-time position based in Beacon, New York
$27–30 per hour

About Dia Art Foundation

Located in Beacon, New York, Dia Beacon presents Dia Art Foundation's renowned collection of art from the 1960s to the present as well as special exhibitions, new commissions, and educational and public programs. Occupying a former box-printing factory on the banks of the Hudson River, the contemporary art museum spans nearly 300,000 square feet and features installations of works by some of the most significant artists of the last half century.

Position summary

The Assistant Manager of Visitor Experience (VX) is a key member of the supervisory team at Dia Beacon, reporting to the Senior Manager of Visitor Experience and working closely with the Manager of Visitor Experience and Training. The individual in this role supports the execution of public-facing operations, ensuring artwork safety and exceptional visitor experience.

Under the leadership of the Senior Manager, the Assistant Manager is responsible for staff scheduling and related daily logistics while maintaining a regular presence in the galleries. The Assistant Manager works closely with Senior Gallery Attendants (SGAs) to coordinate operations and provide day-to-day supervision and direction to the Gallery Attendants (GAs).

Additionally, the Assistant Manager supports recruitment, onboarding, and training; contributes to performance management; and serves as the first point of contact for routine staff and operational issues, escalating more complex matters as needed.

Essential duties and responsibilities

- Assist day-to-day museum operations during open hours and provide on-site leadership and supervision of GAs, working closely with SGAs
- Maintain consistent floor presence and support coaching and performance management
- Create and manage short- and long-term staffing schedules and payroll, including real-time adjustments to accommodate breaks, absences, exhibitions, events, and other operational needs, ensuring appropriate coverage
- Support VX managers in the scheduling and facilitation of trainings and workshop for GAs
- Assist VX managers in keeping staff and training manuals/handbooks updated
- Support VX managers with GA recruitment as needed
- Lead daily check-ins and weekly meetings with SGAs to coordinate staffing, communicate operational priorities, address visitor-experience issues, and ensure alignment between frontline staff and VX leadership

- Serve as the first point of contact for staff questions and employee-relations matters, providing guidance on policies and benefits, directing staff to Human Resources (HR) as needed, and collaborating with HR and VX leadership to address performance and workplace concerns
- Support the annual review process by providing input on GAs performance and joining meetings as needed
- Work with the Safety and Security team to support opening and closing procedures and the monitoring of safety regulations, as well as assist with resolving visitor disputes in a professional manner; report all incidents, documenting and informing appropriate departments; and support trainings, including scheduling and content, as needed
- In collaboration with the VX managers, monitor the condition of artworks and the building; work with the GA team to collect weekly gallery condition reports; regularly communicate with Registrar, Curatorial, and Facilities departments; as directed by the Registrar, handle artwork to make necessary minor adjustments; and respond to artwork emergencies in accordance with the Artwork Preservation Plan
- Under the leadership of Senior Manager of VX and in collaboration with other departments, help develop and support effective solutions for crowd control, artwork protection, and professionalism during special events and programs

Other duties and responsibilities

- Demonstrate exceptional knowledge of Dia Beacon's exhibitions as well as the history of Dia Art Foundation and its various sites
- Deliver excellent customer service in all interactions with the public
- Assist with select aspects of building and grounds maintenance during public hours
- Support group visits, special guests, member events, and bag checking as needed
- Communicate effectively about local tourism information, including Hudson Valley destinations, restaurants, hotels, and accommodations
- Notify the Facilities department of needed repairs, leaks, power outages, and other issues; take appropriate steps to ensure the safety of the artworks and visitors in conjunction with other managers
- Attend cross-departmental staff meetings and contribute with VX-specific questions and concerns as needed
- Create a working environment that promotes diversity, inclusion, equity, and accessibility; consider Diversity, Equity, Accessibility, and Inclusion in the process of decision-making

Education, certification, and experience

- Bachelor's degree or equivalent relevant experience
- Two years of supervisory or team-lead experience supporting frontline staff, with demonstrated skills in staff management, coaching, and conflict resolution
- Two years of experience in customer-facing roles; experience in a museum, gallery, or arts/culture space preferred
- Experience creating and managing high-volume and complex staff schedules preferred
- Experience working in a fast-paced, public-facing environment with responsibility for real-time decision-making preferred
- Background and interest in art history and arts administration preferred

Knowledge, skills, and abilities

- Exceptional customer-service and communication skills, both verbal and written, with the ability to engage diverse audiences and staff
- Ability to provide coaching, feedback, and day-to-day support to frontline staff
- Demonstrated ability to apply sound judgement relating to safety, de-escalation, and when to escalate matters to senior staff or leadership.
- Demonstrated ability to navigate all interactions with visitor and staff with professionalism and care
- Proficiency with computer programs, including but not limited to Microsoft Office Suite (such as Excel and TEAMS), Paylocity, Altru, and Square, or the ability to learn new systems quickly
- Proficiency in Spanish or other non-English language highly desired
- Strong organizational skills and the ability to prioritize tasks, manage time effectively, and handle multiple responsibilities and interruptions
- Demonstrated ability to be responsive, flexible, and adaptable in a dynamic environment with shifting priorities
- Exceptional ability to work effectively within and support a large team, contributing to a collaborative and respectful workplace culture
- Knowledge of the history and mission of Dia Art Foundation and the Hudson Valley preferred

Working conditions and physical demands

- General office environment with prolonged periods of sitting and computer use and/or prolonged periods of standing and walking inside and outside of the museum year-round
- Flexibility with daily work schedule; work additional hours as needed, including weekends, holidays, and extra hours for special events and programs
- Ability to lift, carry, or move equipment up to 25 lbs.

Dia provides a competitive salary and comprehensive benefits package with significant employer contributions towards the cost of healthcare premiums. The 401(k) plan provides 100% employer match up to 4% of the employee's deferral and immediate vesting. Paid time-off benefits include three weeks of vacation, ten days of sick leave, thirteen holidays, and a generous parental leave program. Work-related travel expenses are fully covered. Additionally, staff ID badges gain reduced or free admission to most American museums and arts organizations.

Qualified candidates are invited to apply by completing the online job application, linked here, and attaching a resume and letter of interest.

Dia Art Foundation is an Equal Opportunity Employer and does not discriminate on the basis of age, color, national origin, ethnic origin, citizenship status, disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, marital status, veteran status, or any other characteristic protected by federal, state, or local law in its employment policies. In addition, Dia will provide reasonable accommodations for qualified individuals with disabilities and supports a neurodiverse workplace. Candidates with nontraditional learning or career paths and/or applicants whose qualifications differ from those listed above are encouraged to apply.