

# MANIFESTA 16 Ruhr

## Open Call for Info & Merchandise Point Coordinators (m/f/d)

Part-time Position (Friday, Saturday, and Sunday 25 hours/week)

Locations: Duisburg, Essen, Gelsenkirchen and Bochum.

### What is Manifesta?

**Manifesta – the European Nomadic Biennial** relocates to a new city every two years. Following invitations from these Host Cities, the biennial engages both local and international audiences through artistic projects, urban experiments, architectural interventions, and educational programmes.

Manifesta 16 Ruhr explores artistic and architectural practices in close connection with the social, cultural, and urban fabric of the Ruhr Area.

### Job Description

Info & Merchandise Point Coordinators are key members of the Manifesta 16 Ruhr team and serve as the **primary point of contact for visitors** at designated information and merchandise locations.

They combine **visitor engagement, sales, and communication**, ensuring that guests receive clear and accessible information while actively contributing to the presentation and sale of Manifesta merchandise. A central aspect of the role is creating a positive first impression and supporting both the public experience and the visibility of the biennial.

As the welcoming face of Manifesta, Coordinators foster an **open, friendly, and service-oriented atmosphere**, helping visitors feel informed, comfortable, and engaged throughout their visit.

### Main Tasks and Responsibilities

#### Visitor Information & Engagement

- Greet visitors as they arrive and act as their first point of contact
- Provide clear, practical information about exhibitions, venues, schedules, and events
- Help visitors plan their visit (e.g. where to go next, what to see, how to get there)
- Answer questions confidently and direct visitors to the right locations or services

Manifesta 16 Ruhr  
gGmbH  
Kronprinzenstr. 35  
45128 Essen  
Germany  
TAX Number  
112/5978/1340

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- Actively approach visitors and not only when asked
- Ensure every visitor feels welcomed, informed, and comfortable

## Merchandising & Sales

- Actively sell Manifesta merchandise and explain products (catalogues, books, t-shirts, tote bags)
- Recommend items based on visitor interest and promote key products
- Process purchases using the *point-of-sale* (POS) system
- Handle opening/closing balances and daily reporting
- Keep displays visually appealing, well-stocked, and easy to browse
- Monitor stock levels and inform supervisors when items need replenishing

## Operations & Coordination

- Set up and prepare the info/merch point before opening (materials, products)
- Maintain a clean, organized, and fully functional workspace throughout the shift
- Close the stand properly at the end of the day (secure products, reporting)
- Work closely with team members to ensure smooth daily operations
- Report visitor issues, technical problems, or incidents to supervisors
- Follow all operational, safety, and communication procedures

## Candidate Profile

- Fluent in German and English; additional languages are a strong asset
- Strong communication and interpersonal skills
- Friendly, proactive, and confident in approaching visitors
- Interest in art, culture, and public events is a plus
- Reliable and punctual
- Previous experience in retail or customer service is a plus

## Working Conditions

- Candidates must be based in the Ruhr Area for the duration of the contract. The working location is either Duisburg, Essen, Gelsenkirchen or Bochum

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- The temporary employment, including training days, runs from the 8<sup>th</sup> of June until the 4<sup>th</sup> of October 2026
- The working schedule is set for three days per week, from Friday to Sunday, with a total workload of approximately 25 hours per week.
- The hourly payment is 14,50 EUR before taxes.

## How to Apply

Please apply by using [this form](#) until the 15<sup>th</sup> of May 2026

*Diversity and inclusion are firmly anchored in our corporate culture. Therefore, we welcome all applications, regardless of gender, age, disability, religion/belief, ethnic origin or sexual identity.*

You can find our data policy [here](#).

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