



**Title:** Public Engagement & Museum Store Representative (2 positions)

**Hours:** Part time, seasonal. Hours vary. Some evenings and weekends required.

**Compensation:** Hourly

**Reports to:** Assistant Director of Membership and Public Engagement & Assistant Director of Sales

**Description:** Our representatives are part of a dynamic team whose goal is to greet and interact with Museum guests. Individuals in this position are responsible for selling tickets, boat rental admission, and merchandise in the Museum Store all while making customer service the highest priority.

**Qualifications:**

- Positive, friendly, welcoming attitude
- Superior customer service skills
- Excellent interpersonal communication and telephone skills
- Excellent verbal and written communication skills
- Excellent organizational skills and attention to detail
- Ability to handle confidential information
- Ability to work as part of a dynamic team, as well as independently on various projects
- Ability to work weekends, evening hours, or holidays as needed
- Strong interest in informal education and enhancing the visitor experience

**Duties:**

- Sell admission tickets at Independence Seaport Museum's front desk, ships' ticket booth and boat rental booth
- Assist in Museum gift shop to relieve for breaks and days off
- Promote and sell memberships
- Provide tourism information beyond the Museum to visitors
- Service inbound calls and inquiries in a professional manner
- Monitor assigned museum galleries and spaces
- Receive deliveries and mail
- Perform other duties as assigned

**To apply:**

Send a brief cover letter and your resume in an e-mail to Alexis Furlong, Assistant Director of Sales, at [afurlong@phillyseaport.org](mailto:afurlong@phillyseaport.org). Please include in the subject line "Public Engagement/Museum Store Representative." No phone calls.

Independence Seaport Museum deepens the appreciation, understanding and experience of the Philadelphia region's waterways through history, science, art and community. For more information, please visit [phillyseaport.org](http://phillyseaport.org).

**Location:** Independence Seaport Museum, 211 S. Columbus Blvd., Philadelphia, PA 19106. The Museum is easily accessible by public transportation and nearby parking.