



Title: Public Engagement Representative

Hours: Part time, seasonal. Hours vary. Some evenings and weekends required. Potential to become a part time permanent staff member.

Compensation: Hourly

Reports to: Assistant Director of Membership and Public Engagement

Description: Our Public Engagement 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, providing education and public programs and tours, 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
- 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
- Act as host to birthday party groups and provide activities
- Learn and teach educational programs for children grades K-8, as assigned
- Provide overnight/slumber and scout programming support
- Provide summer camp programming support, including on-water activities
- Provide guided historic ships tours to visitors or groups, as assigned
- Perform other duties as assigned

To apply:

Send a brief cover letter and your resume in an e-mail to Meggan Kucinkas, Assistant Director of Membership and Public Engagement, at mkucinkas@phillyseaport.org. Please include in the subject line "Public Engagement 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.

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