



Title: Public Engagement Representative

Hours: Seasonal, hours vary up to 40 hours weekly. Some evenings, weekends and holidays required.

Compensation: Hourly, \$12

Reports to: Director, 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 admission, providing education and public programs, 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
- PA RAMP certification a plus

Duties:

- Sell tickets and items at the Museum's admissions desk, ships' ticket booth and paddle boat rental booth
- Promote and sell memberships
- Provide tourism information beyond the Museum to visitors
- Receive mail/ deliveries, service inbound calls and inquiries in a professional manner
- Monitor assigned museum galleries and spaces
- Act as host to birthday party groups and provide activities
- Learn and teach educational programs and tours for guests, as assigned
- Provide overnight/slumber and scout programming support
- Act as cashier and bartender at Admirals Tavern bar
- Assist with lifejacket fittings and guest loading/ unloading during paddle boat rental hours
- Perform other duties as assigned

To apply:

Send your resume and two professional references in an e-mail to Meggan Kucinkas, Director of Membership and Public Engagement, at mkucinkas@phillyseaport.org. Please include in the subject line "Public Engagement Representative." No phone calls please.

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

Independence Seaport Museum is an equal opportunity employer committed to diversity in its visitors, board, and staff. The Museum does not discriminate on the basis of race, color, sex, sexual orientation, gender identity, religion, creed, national or ethnic origin, age, disability, veteran status or any other legally protected class status. People demonstrating a commitment to diversity and multiculturalism are encouraged to apply.