

Job Openings

Guest Services Team Members – Franklin Square

Guest Services team members give our Guests their first impression of Historic Philadelphia by interacting with Guests via phone and in person at our Guest Service counter selling tickets; operating the Parx Liberty Carousel safely and efficiently; and preparing for and providing a fun, safe Guest experience in Philly Mini Golf.

Franklin Square is operated by Historic Philadelphia, Inc, a 501 (c) 3 organizations that also operated The Betsy Ross House and Once Upon a Nation dedicated to enhancing the Guest experience and helping to strengthening and promoting Philadelphia's tourism industry through interpretation and interaction, by making our nation's history relevant and real.

Responsibilities

- Providing excellent customer service to every Guest by being prepared, a willingness to assist visitors while greeting everyone with a warm smile and attitude.
- Selling and up-selling tickets for all Historic Philadelphia attractions in person or by phone
- Giving information about and making suggestions for Historic Philadelphia programs and sites.
- Maintaining Historic Philadelphia's family image by abiding by the Historic Philadelphia Inc.'s code of conduct through dress, words, and actions.
- Proactively complete specific tasks during slow business periods.
- Attention to detail counting change and tickets.
- Consistently follow step by step mandated procedures in order to operate an amusement ride.
- Approach Guests
- Completion of daily checklists and tasks required for their assigned position.
- Keeping work area clean and free of safety hazards.
- Other duties as assigned by management.

Requirements

- Ability to have continuous standing, walking and or movement throughout the assigned shift
- Must be able to work outdoors in all weather conditions.
- Ability to work with/among crowds in a fast-paced environment.
- Ability to lift up to 50 lbs.
- Cash handling and basic math skills
- Capability of working independently or as a member of a team
- Basic computer skills are helpful.
- Must be able to adjust to work with smaller and larger volumes of Guests providing the same high level of service.
- Ability to effectively communicate and maintain a professional relationship with other team members, management and Guests.
- Must be able to work comfortably in an environment that serves a diverse community in age, ethnicity and economic level.
- Critical thinking and adaptability to quickly evolving situations.
- Ability to work as early as 8:00am and as late as 11:30pm
- Open availability (Weekends & holidays Required)
- Previous customer service experience preferred
- Will be required to submit PA Child Abuse Clearance
- Proficient in English. Knowledge of Mandarin or Spanish is helpful.
-

Historic Philadelphia is an equal opportunity employer and is a drug-free workplace.

Job Type: Seasonal/Part-time Salary: \$9.00 /hr.

If interested, please send resume to jobs@historicphiladelphia.org