

## **Historic Philadelphia, Inc.**

### **Philadelphia Chinese Lantern Festival- Part Time Visitor Experience Team Member Job Description**

Historic Philadelphia isn't just a place - it's an organization - dedicated to enhancing the visitor experience and helping to strengthen Philadelphia's tourism industry through interpretation and interaction, making our nation's history relevant and real. Historic Philadelphia Inc. operates the Betsy Ross House, Franklin Square, and Once Upon A Nation.

Visitor Experience team members give our Guests their first impression of The Philadelphia Chinese Lantern Festival at Franklin Square by interacting with them via phone service and in person at our Guest Service counters located at Franklin Square. Visitor Experience team members have the challenge of answering many questions about the Lantern Festival, selling tickets, making suggestions, and creating Festival itineraries all while "WOW-ing" every Guest, every time.

#### **Responsibilities**

- Giving extraordinary Guest service to everyone visiting Historic Philadelphia locations by BEING READY, giving HEARTFELT HELLOS and FOND FAREWELLS, BEING PROACTIVE, and KNOWING THE ANSWER
- Selling and up-selling tickets for all Historic Philadelphia attractions in person or by phone
- Giving information about and making suggestions for all that Historic Philadelphia has to offer to Guests
- Giving extraordinary Guest service and selling tickets over the phone
- Distributing collateral, promoting and explaining all Historic Philadelphia attractions to Guests off-site or at HPI properties.
- Maintaining a positive image of Historic Philadelphia by keeping a NEAT, CLEAN, and ORDERLY workspace
- Maintaining Historic Philadelphia's family image by abiding by the Historic Philadelphia dress code and code of conduct
- Proactively complete specific job tasks during slow business periods
- Proactively approaching Guests to welcome them to their location and provide direction to the next step of their visit.
- Other duties as assigned by management

#### **Requirements**

- **Open availability May through Mid-June (Weekends and Holidays Required)**
- **This is an evening position with hours beginning after 4PM**
- Ability to work as late 12:00am
- Ability to have continuous standing and/or walking activity throughout the assigned shift
- Ability to lift up to 50 lbs.
- Cash handling and basic math skills
- Basic computer skills
- Ability to provide the highest level of speed of service for a large volume of Guests in an efficient and calm manner
- Ability to effectively communicate and maintain a professional relationship with other team members and superiors
- Previous customer service experience preferred

#### **Compensation**

- \$9.00 per hour

**If you are interested in this position with Historic Philadelphia, please send a cover letter and resume to [jobs@historicphiladelphia.org](mailto:jobs@historicphiladelphia.org)**

**Historic Philadelphia is an equal opportunity employer and is a drug-free work environment**