

Historic Philadelphia, Inc.
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, Lights of Liberty and Once Upon A Nation.

Visitor Experience team members give our Guests their first impression of Historic Philadelphia by interacting with them via phone service and in person at our Guest Service counters located at Franklin Square, Betsy Ross House, and the Historic Philadelphia Center. Visitor Experience team members have the challenge of answering many questions about the Historic District, selling tickets, making suggestions, and creating travel 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

- 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
- Ability to work as early as 8:00am and as late as 12:00am
- Open availability through Labor Day (Weekends and Holidays)
- 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
Historic Philadelphia is an equal opportunity employer and is a drug-free work environment