

Visitor Experience Associate

ORGANIZATION SUMMARY:

The Weitzman National Museum of American Jewish History (The Weitzman), on historic Independence Mall in Philadelphia, presents educational programs and experiences that preserve, explore, and celebrate the history of Jews in America. Its purpose is to connect Jews more closely to their heritage and to inspire in people of all backgrounds a greater appreciation for the diversity of the American Jewish experience and the freedoms to which Americans aspire. The Weitzman's vision is to be the preeminent national museum creatively teaching, interpreting, and inspiring dialogue about the American-Jewish experience in the context of American history. The Museum will be a force fueling the American spirit of courage and imagination, aspiration and hard work, leadership, and service, through active engagement with the stories of American-Jewish life and tradition.

POSITION SUMMARY:

The Visitor Experience Associate serves as a welcoming and visible point of contact for museum visitors, both at the front desk and throughout the gallery spaces. As part of the Visitor Experience team, this role provides excellent customer service by greeting visitors, selling tickets and memberships, answering questions, and helping visitors navigate and engage with the museum's exhibitions, programs, and amenities. The Associate proactively assists visitors, shares information about the museum's collections and mission, and helps ensure a safe, comfortable, and inspiring experience for all. This is a part time position that requires flexibility, including regular weekends, holidays when the museum is open, and occasional evenings. Schedules may vary from week to week

RESPONSIBILITIES:

- Visitor Welcome and Front Desk Operations
 - Warmly welcoming all visitors to the Museum, answering questions and providing all materials and information in a friendly and efficient manner.
 - Selling and scanning tickets and memberships in a computerized ticketing and point-of-sale system and collecting pertinent information from visitors as required.
 - Processing cash and other transactions, following all protocols to safeguard revenue, and reconciling personal cash drawers at close-out.
 - Organizing and restocking front desk with supplies.
 - Performing clerical tasks and other duties as assigned.
- Gallery and Visitor Engagement
 - Serve as an approachable, knowledgeable presence in museum galleries and public spaces
 - Assist visitors with directions, wayfinding, and information
 - Encourage engagement with visitors
 - Monitor gallery spaces to ensure exhibit safety and visitor comfort
 - Assist with visitor flow
- Communication and Team Collaboration
 - Communicate visitor feedback, questions, and concerns to supervisors or relevant departments as appropriate
 - Support accessibility and inclusion by helping visitors understand available services
 - Participate in training sessions to stay informed about exhibitions, programs, policies, and museum initiatives.



- Work collaboratively with staff across departments to ensure a positive and seamless visitor experience

QUALIFICATIONS:

- Genuine interest in promoting the Museum to customers, and a commitment to our mission.
- One or more years working as a cashier/ticketing agent at an Admissions desk/box office, *ideally* in a museum, theater, zoo, or similar public cultural/educational institution.
- Bachelor's degree preferred but not required.
- Excellent customer service skills (both in person and over the phone), with the ability to remain poised, professional, and polite in the face of high-volume traffic or challenging visitors.
- Dependability, professional maturity, and ability to handle sensitive and confidential information responsibly.
- Comfort interacting with a diverse visitor base (differing in age, culture, physical abilities, etc.).
- Business cash-handling experience preferred.
- Experience with point-of-sale/ticketing software preferred (familiarity with Galaxy a bonus).
- Ability to work independently or as part of a team.
- Strong schedule flexibility

SKILLS AND ATTRIBUTES

- Friendly, approachable demeanor with proactive attitude toward helping visitors
- Strong customer service and problem-solving skills
- Excellent communication and listening abilities
- Enthusiasm for public engagement, culture, and learning
- Reliability and professionalism
- Team-oriented mindset with a positive attitude

WORK ENVIRONMENT

- Work takes place at the museum's front desk, galleries, and other public spaces
- Requires standing and walking for extended periods of time
- May involve high visitor traffic and dynamic public environments
- Schedule includes weekends, holidays, and occasional evenings
- Hourly rate from \$16 - \$18/hr

TO APPLY:

Email resume to employment@theweitzman.org Because of the volume of applications received, only those selected for an interview will be contacted. No calls, please.