



**WHERE  
NEW YORK  
BEGINS.**

## **Visitor Services Associate**

### **Join a team telling the story of New York's historic ships!**

The South Street Seaport Museum seeks **Visitor Services Associates** to join the Museum waterfront and galleries. Serve as the face of the museum. Work aboard hundred year-old ships. Tell the story of New York's formation and its rich maritime past. Engage members, tourists, school groups, and other visitors in the fascinating world of sailing ships and the trade that built New York. Extensive training will be provided, so no history experience required. Learn from experts on New York's foundations and pass it along to our guests! Outstanding professional development with the opportunity for advancement.

Visitor Services staff are responsible for daily operations of the South Street Seaport Museum, and serving as the public face of the organization. The Visitor Services Associate will ensure high quality customer service and knowledge of the Museum's history and current offerings. Energy, enthusiasm, an interactive and welcoming demeanor, are all required.

### **The Role Includes but is Not Limited to:**

- Serve as first point of contact in welcoming visitors to the Museum. Maintain a friendly, personable, and positive attitude.
- Learn and efficiently operate point-of-sale ticketing in order to successfully sell for public programs, including open ships, public sails, exhibitions and events along with managing and promoting membership to the Museum
- Manage crowd-control and visitor traffic flow with the ability to anticipate opportunities to assist visitors and allow for smooth operations
- Provide information on wayfinding, facilities information, and the needs of patrons
- Respond to and resolve customer complaints and concerns, with patience and professionalism, calling upon a supervisor when needed

### **Qualifications and Skills:**

- Experience in customer service and box office ticketing preferably in a cultural institution and/or non-profit organization. Theatre or other public interaction and presentation skills a plus
- Demonstrated responsibility in handling money and retail sales
- Interest in storytelling, museums, maritime and New York City history
- An outgoing personality with the ability to communicate well in public settings
- Professional and personal demeanor
- Flexibility and positivity in dealing with new experiences and people
- Experience with, or ability to learn and use databases and ticketing software
- Ability to spend several hours walking and/or standing in public spaces
- Available to work weekend, holiday, and evening hours
- Must be able to climb ladders and work out of doors in inclement weather. May require stooping, bending, and carry weights of up to 50 pounds.

**How to apply:**

Email cover letter and resume with “**Visitor Services Associate**” in the subject line to: [info@seany.org](mailto:info@seany.org)

**No Phone Calls Please**

**South Street Seaport Museum is an Equal Opportunity Employer**