



Job Posting
Independence Visitor Center Corporation

Position: Visitor Experience Associate

Location: 599 Market St., 1 N. Independence Mall West, Philadelphia, PA, 19106

Type: Entry Level, Part Time, Hourly

Department: Visitor Services

Website: PHLvisitorcenter.com/jobs

How You Will Contribute

The Independence Visitor Center Corporation (IVCC) has openings available to join our staff as a Visitor Experience Associate. We are looking for attentive, outgoing, energetic individuals with a background or interest in assisting visitors to Philadelphia from around the region, country, and the world. The Visitor Experience Associate is responsible for providing excellent customer service, information and directions, and promoting an enriching experience for visitors to Philadelphia and the surrounding counties.

As a Visitor Experience Associate you will actively engage with tourists and local visitors of all ages, greeting them in a positive, cheerful manner, answering questions about what to see and do, events, historical sites, and selling tickets to tours, museums, attractions and special exhibits.

Day-to-Day, you will...

- Greet visitors, respond to questions, encourage engagement and provide outstanding customer service
- Provide visitors with accurate, up-to-date information about attractions, services, events and activities taking place in the region
- Identify and fulfill customer needs, e.g. directions, daily itinerary, hotels, attractions, etc.
- Make attraction, hotel, tour, restaurant reservations, etc., for customers as requested
- Sell tickets to tours, attractions, museums, events and exhibits; introduce promotions and opportunities to customers
- Operate cash registers, managing financial transactions, and balancing drawers
- Work to resolve guest complaints/issues to ensure an above-satisfactory closure
- Maintain a positive attitude and focus on customer satisfaction in a fast-paced environment
- Communicate with visitors via email, telephone and in-person
- Perform other duties as requested



You have a diverse background that may include...

- Excellent customer service, computer and clerical skills
- Two (2) years of previous related experience, or combination of education/experience
- Cash handling experience is a plus
- Multilingual skills

Other Position Requirements

- This position requires candidates to have the ability to stand for long periods of time and lift up to 20 lbs.
- Availability to work Friday, Saturday, or Sunday, along with availability for at least one day during the week, and U.S. Holidays. The Independence Visitor Center operates 363 days-a-year (closed Thanksgiving Day and Christmas Day).

Apply for this position by emailing your résumé to resume@phlvisitorcenter.com

About the Independence Visitor Center Corporation (IVCC)

Starting Here, Can Lead Anywhere. The best Philly visits start at the Independence Visitor Center. We have access to all the city has to offer—activities, tickets, reservations, and opportunities. Talk with helpful, well-connected staff at the Visitor Center, and they'll turn your visiting wish list into an unforgettable itinerary, made just for you.

The IVCC is a 501(c)(3) nonprofit corporation, which operates in cooperation with the National Park Service, Visit Philadelphia®, the Philadelphia Convention and Visitor Bureau, the City of Philadelphia, and the Commonwealth of Pennsylvania. The Independence Visitor Center located in Philadelphia's Historic District, is the official visitor center for the Greater Philadelphia Region and primary point of orientation for Independence National Historical Park, Independence Hall and the Liberty Bell.

The Independence Visitor Center Corporation (IVCC) is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.