



PHILADELPHIA VISITOR CENTER CORPORATION

1 N. Independence Mall West, 599 Market Street, Philadelphia, PA 19106

Phone: 215-925-6101/Fax: 215-925-6106

PHLVisitorCenter.com

JOB DESCRIPTION

Department: Visitor Services

Position: Visitor Center Sales Associate

Position reports to: Director of Visitor Services/Experience; Manager, Visitor Services/Experience

Position Manages the following staff positions: N/A

Number of subordinates: 0

Position description:

The Visitor Center Sales Associate is responsible for providing a positive and memorable experience for visitor center guests. The Visitor Services and Shop Sales Associate will provide excellent customer service in assisting visitors with retail purchases, ticket sales, and general events and promotions.

ESSENTIAL FUNCTIONS:

- Serve the public in purchasing apparel, memorabilia, and souvenirs.
- Provide general information about the visitor center and City of Philadelphia.
- Promote and sell souvenirs, merchandise, tickets, and tours.
- Assist with intake, processing, and transportation of inventory.
- Assist in the daily maintenance of the sales floor, including restocking, ticketing, inventory preparation, etc.
- Educate visitors about the merchandise sold in the shop and how it represents the City and the Visitor's Center's mission.
- Answer incoming calls regarding merchandise and ticket sales. Process phone orders accurately and efficiently.
- Engage visitors and assist them with merchandise purchases, using refined suggestive selling and upselling skills.
- Assist with other duties for visitor experience as needed.

QUALIFICATIONS:

- Embodies customer service best practices.

- Must have previous retail experience, with excellent cash handling and transaction management skills.
- Superior communication, salesmanship and interpersonal skills.
- Strong computer and data entry skills, comfortable with POS (Point of Sale) systems and CRM databases.
- Interest in a non-profit work environment and fulfilling the mission of the organization.
- Reliable transportation to and from the workplace.
- Ability to understand and follow directions.
- Ability to stand or sit for at least 4 hours at a time.
- High school education is required.
- Lift items weighing up to 50 pounds.
- Ability to work safely is required
- Must demonstrate dependability and ability to work in a team environment
- Ability to prioritize and manage multiple tasks
- Computer skill experience is desirable

HOURS AND REQUIREMENTS:

- Part-time, up to 30 hours per week, with a variable schedule, depending on the season, schedule and the needs of the organization.
- Must be willing to work a flexible schedule, including weekends and all U.S. holidays; the Philadelphia Visitor Center Corporation is open 363 days per year (closed Thanksgiving Day and Christmas Day)
- Regular weekend and holiday availability is required.
- Must be willing to work in multiple visitor center locations, including locations at Independence Mall, Philadelphia City Hall, LOVE Park, and the Benjamin Franklin Parkway.

Starting Salary: \$15.00/hour