

The visitor services associate position is a fast-paced, dynamic job that is both fun and rewarding. We expect potential visitor services associates to have a strong work ethic, the ability to multitask, and the stamina to keep calm under pressure. Applicants should be honest, hardworking, genuine, outgoing, and amiable.

The Visitor Center is a gateway for museum admission and a rapidly growing New York centric book and gift store. We have a wide range of specialty gifts and a wonderfully curated book selection. Our goal is to provide our customers with a great experience that is complimented by our quality products and exemplary customer service.

Visitor Services associates are responsible for the following:

- Describing and selling guided tours to visitors
- Providing extraordinary customer service
- Selling Memberships
- Displaying passion for New York history and our products
- Line Management
- Prioritizing tasks with an attention to detail while ensuring a customer-first focus
- Exemplifying professional and ethical behaviors; follow all policy and procedures
- Developing a positive working relationship by appreciating and learning from fellow associates
- Being comfortable approaching and engaging visitors in conversation.
- Actively seeking new challenges and increased responsibility
- Maintaining the sales floor by straightening, organizing, cleaning, and restocking merchandise and brochures
- Gift Wrapping
- Being capable of lifting 40 pounds and standing for long periods of time.
- Possessing knowledge and proficiency in technology.

Interested?

To apply you please submit the following via email (1) a cover letter that describes how you are a great sales person; (2) In your cover letter please briefly describe a time that an employee enriched your travel experience and why? and (3) your resume (all in either PDF or .doc form) to museumshop@tenement.org

We are seeking full-time and part-time sales associates. Applicants must have flexible availability with nights (some shifts are till 11:00pm) and weekends a must. This is a non-exempt position.

**The Lower East Side Tenement Museum is an equal opportunity employer. We are committed to making all personnel decisions without regard to age, race, creed, religion, color, national origin, disability, marital status, citizenship, pregnancy, sexual orientation, veteran status, genetic predisposition or carrier status, or any other category protected by law.*