



**THE AFRICAN AMERICAN MUSEUM IN PHILADELPHIA**  
**JOB DESCRIPTION**

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**POSITION TITLE:** GUEST SERVICES REPRESENTATIVE  
**DEPARTMENT:** VISITOR SERVICES  
**POSITION REPORTS TO:** DIRECTOR OF GUEST SERVICES

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**POSITION SUMMARY:**

The African American Museum in Philadelphia (AAMP) was founded in 1976 in celebration of the nation's Bicentennial, the is the first institution funded and built by a major municipality to preserve, interpret and exhibit the heritage of African Americans. AAMP has a Mission of bringing diverse communities together in greater appreciation of the Black experience through the combined narrative of art, culture and historical witness.

The Guest Services Representative reports directly to the Director of Guest Services. This position includes greeting and providing customer service to all Museum visitors, responding to inquiries, monitoring the galleries and safety of the visitors and art. This position conducts educational tours with school age children and adults. In addition, the Guest Services Representative assists the Guest Services Department with special events.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**GUEST SERVICES**

- Warmly greets and assists everyone in the building during their visit to the museum answering routine questions about the facility and serving as an AAMPbassador of the organization at all times.
- Supports the front desk and retail space by selling admissions to the museum, assisting with new and renewed membership and donation opportunities, as well as gift shop sales.
- Engages with guest about the museum, its history and exhibits, making them aware of the programming, special events, and membership and donation opportunities.
- Engage with guests' at all interactions points including those with special needs, ensuring that they are able to access all museum galleries and amenities.
- Assist in collecting guest feedback including suggestions, compliments, and complaints; providing feedback to supervisor.
- Ensure that the lobby and public spaces are ready for visitors and guests. Restocking collateral materials and gift shop products when needed.
- Assist with select programming and special events including: MLK Day of Service, Black History Month, Juneteenth, Kwanzaa, and other standing programs/events.
- Monitors guests' behavior and reports anything unusual to his/her supervisor.
- Assist guests with emergencies, providing guidance and help throughout challenging situations quickly and effectively, with skill and professionalism.
- Attend lectures, talks, staff meetings and trainings as required to gain a thorough understanding of the museum's services, exhibitions, and programmatic offerings.



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**QUALIFICATIONS, SKILLS AND ABILITIES REQUIRED:**

Education/ Experience Required:

- High School Diploma or equivalent and experience
- One (1) to two (2) years of experience in customer/guest services or hospitality.
- Interest in African history and culture

Skills and Abilities Required:

- Strong speaking, and interpersonal skills
- Excellent skills in data entry, knowledge of computers, particularly word processing and data management – Microsoft Office (Word, Excel and Outlook), and use of basic office machines (copier, fax, voice mail, phone systems, scanner, computer)
- Outgoing personality with excellent interpersonal skills.
- Possess good conflict resolution skills with the ability to maintain a calm exterior presence during periods of high volume, high stress, or unusual events.
- Must be able to engage guests in conversational English; bilingual or multilingual skills a plus.
- Ability to work some evenings, weekends, holidays and special event hours.
- Proficiency with all office procedures and equipment
- Ability to work independently, confidentially and within deadlines
- Ability to interact with the public and staff in a positive, enthusiastic manner

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:**

Must be able to remain in a standing or stationary position for extended periods of time. Must be able to adapt to high pace environments occasionally moving/lifting light weight equipment and other work-related objects up to 25lbs.

**EMPLOYEE ACKNOWLEDGEMENT:**

This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by the supervisor. All requirements are subject to change over time, and to possible modification to reasonably accommodate changing institutional needs and individuals with a disability.

Expected hours: 37.5 per week.

Please send your resume, references and cover letter to [hr@aampmuseum.org](mailto:hr@aampmuseum.org).