

Part-Time Visitor Services & Membership Assistant

Application Deadline: August 28, 2026

Job Description

The American Swedish Historical Museum is seeking a friendly, welcoming, and organized person to join our small but mighty staff as a part-time Visitor Services & Membership Assistant. We are looking for someone who loves working in a small non-profit environment and enjoys meaningful interactions with the public.

Under the supervision of the Assistant Director and Retail and Visitor Services Manager, the Visitor Services & Membership Assistant is responsible for facilitating daily visitor services at ASHM and ensuring the visitor experience is consistently outstanding. This position is tasked with engaging the public in order to provide an educational, safe, and memorable experience at the Museum, including the daily running of frontline operations in a smooth and efficient manner.

As front-line staff, it is also key to find personal connections between visitors and the organization and actively encourage membership sales. The membership assistance portion of the position includes the vital task of keeping accurate and updated records of membership and donations in the database and then using the database to generate reports and communication mailings. This position also works directly with the Assistant Director to help develop organizational strategies to increase membership sales and maintain member relationships.

Requirements

- A minimum of 1 year of customer service experience, including using a point-of-sale system.
- Experience in arts and cultural institutions is a plus.
- Proficiency with Microsoft Office Suite required. Experience with database management preferred.
- Minimum of a high school diploma or equivalent GED required.
- Proven ability to meet regular deadlines.

Work Schedule and Compensation

The regular work schedule for the Membership and Visitor Services Assistant is Tuesday through Friday, 9:30 am to 4:15 pm, including a half-hour unpaid lunch for a total of 25 hours per week. Occasional evening or weekend work on events will be required.

This part-time position is compensated at \$17 per hour and is eligible for prorated benefits and PTO.

About the Museum

Founded in 1926, the American Swedish Historical Museum in South Philadelphia is the oldest Swedish museum in the United States. The American Swedish Historical Museum welcomes all people to explore cultural identity through the story of Swedes and Scandinavians in America. The ASHM is a community dedicated to preserving and interpreting material culture and is alive with celebrations, exhibitions, and learning experiences.

The American Swedish Historical Museum is an equal-opportunity employer. ASHM affirms its commitment and pledges its full support to equal employment opportunity for all persons without regard to race, color, religion, national origin, gender identity, age, sexual orientation, veteran status, or disability.

To apply for this position, please send a letter of interest, along with your resume, to jobs@americanswedish.org with the subject line Visitor Services & Membership Assistant. The deadline for submission is August 28, 2026.