

Weekend Manager

Application Deadline May 2, 2022

Job Description

The American Swedish Historical Museum is seeking an outgoing and friendly team member to manage all aspects of the Museum's operations and customer service needs on the weekends including serving at the Admissions Desk and Gift Shop. Weekend Managers also serve as ASHM staff representatives during rental events, supervising building safety and security issues and providing customer service to guests attending.

Responsibilities

- Greet and orient visitors with the Museum and help provide a positive experience.
- Operate the point of sale (POS) system at the Front Desk and Gift Shop.
- Answer phones and help direct any inquiries as needed.
- Maintain building cleanliness and safety.
- Monitor exhibition galleries and objects for potential security issues.
- Assist the Facility Manager during rental events.

Education and Experience

- High School Diploma or GED equivalent.
- Experience working in a museum, cultural arts, retail, or customer service setting.
- Excellent verbal communication skills.
- Understanding of best practices of customer service.
- Open weekend schedule availability and ability to work evening rental events.
- Ability to multitask.
- Experience with the Microsoft Office Suite and a POS system preferred.
- Must be able to lift at least 50 lbs.

Work Schedule and Compensation

The regular work schedule for Weekend Manager shifts rotates and are from 11:45 am to 4:15 pm with an average of four to five days or 18-22 hours per month during the off-rental season. Evening work is required during the rental/wedding season from May through October. Rental shifts are generally Friday through Sunday beginning at 4 pm through midnight or 1:00 am for an estimated additional 20-30 hours per month. Rental hours vary based on bookings.

Regular day-shift hours and museum events are compensated at \$12 and evening rental hours at \$15 paid bi-weekly.

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 Weekend Manager. The deadline for submission is April 8, 2022.