



Old North Illuminated
dba Old North Church & Historic Site
Job Description: Visitor Services Representative

The enduring fame of Old North Church began on the evening of April 18, 1775, when sexton Robert Newman and vestryman Capt. John Pulling, Jr. climbed the church's steeple and held high two lanterns as a signal from Paul Revere that the British were marching to Lexington and Concord by sea across the Charles River and not by land. This fateful event ignited the American Revolution. Old North Church is Boston's oldest surviving church building and welcomes close to 200,000 visitors each year as one of the Freedom Trail's most visited historical sites.

Old North Illuminated (ONI) inspires active citizenship and courageous, compassionate leadership by interpreting and preserving the Old North Church & Historic Site. ONI serves a wide audience by creating meaningful experiences through educational outreach, site-specific programming, and historical analysis. Old North Illuminated (formerly the Old North Foundation of Boston, Inc.) was established in 1991 as a 501(c)(3) non-profit organization independent of Christ Church in the City of Boston, the Episcopal congregation of Old North Church. Learn more at www.oldnorth.com.

Old North Illuminated believes that:

- Bravery, patriotism, and active citizenship come in many forms. These acts can inspire both large-scale and local change.
- Education and respectful dialogue are key to building a more perfect union that reflects the promise of liberty and justice for all.
- Becoming an anti-racist organization will require active engagement with the legacy of slavery at Old North Church and the ongoing burdens of slavery and racism in our country.
- We shape our future by preserving and sharing history, space, and stories.

The Old North Church & Historic Site is currently interviewing for **Visitor Services Representatives** to staff our ticket/admission kiosk. Part-time seasonal positions are available. Weekend availability is required.

As a Visitor Services Representative, you will be part of a close-knit and enthusiastic team committed to providing visitors with an excellent experience. Responsibilities include engaging with visitors from all over the world, driving ticket sales by providing detailed information on the various tours we offer using a scripted sales strategy, sharing guest feedback with the Retail Operations Manager and Visitor Experience Manager, as well as communicating clearly and consistently with church educators and sales associates.

Qualifications/Job Requirements

- Cash handling experience is a must
- Proficient with computers
- Knowledge of the Boston area
- Ticketing and sales experience preferred
- Outgoing personality with excellent communication skills
- Strong organizational skills
- Attention to detail is a must
- Must be comfortable speaking with visitors for an entire shift
- Bilingual abilities are a plus

- Must be comfortable working independently throughout the day
- The position requires staying in a small enclosed booth (the booth is climate-controlled)

Rate of Pay: \$17.50 per hour

To apply: Please apply for this position by emailing a summary of your qualifications to jobs@oldnorth.com.

Old North Illuminated is an equal-opportunity employer and welcomes a diverse pool of candidates in this search.