

American Family Immigration History Center Intern

Status: Paid, part-time, non-exempt, 14-21 hours/week in Summer 2023

Reports to: Director, American Family Immigration History Center

The Statue of Liberty-Ellis Island Foundation seeks part-time Summer Interns for the American Family Immigration History Center (AFIHC) on Ellis Island. The non-profit Foundation, one of the most successful public-private partnerships in the country, is excited to welcome its second class of summer interns.

AFIHC is located within the National Museum of Immigration on Ellis Island. Visitors to the Center, which is run by the Foundation, can access an awe-inspiring 65-million-record database to find family members and notable historic figures who came through the Port of New York from every part of the globe. Visitors can purchase archival prints of ship manifests and other materials. AFIHC staff provide customer service, research assistance, and sales help to tens of thousands of Ellis visitors from all over the world. The Intern will join a team that is passionate about history and genealogy and will help support the Foundation's work to tell the multifaceted and diverse stories of the Statue, Ellis Island, immigration, and freedom.

Responsibilities:

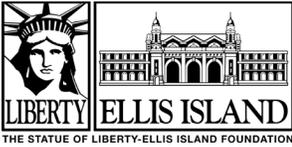
- Provide outstanding customer service in response to questions from visitors
- Operate the Point-of-Sale system to fulfill visitors' orders
- Assist visitors with conducting passenger record searches
- Conduct research on family immigration history, as assigned
- Update CRM database to accurately keep a record of communication with visitors, members and donors, including information returned from receipt mailings
- Answer inquiries from a diverse audience

Skills and Qualifications:

- College graduate or current college student, or equivalent experience
- Excellent verbal and written communication skills
- Customer service experience and mindset
- Demonstrated ability to multi-task
- Detail oriented and organized
- Passionate about the Foundation's mission and the areas of immigration, history, genealogy, historic preservation, and parks
- Experience with customer databases, point-of-sale systems, and/or genealogical research. Work experience in non-profit work, museums, and/or gift shops, a plus
- Bilingual or multi-lingual, especially Spanish, a plus

Logistics:

- This internship pays \$15.00-\$15.00/hour for 14-21 hours/week for 10-14 weeks between Memorial Day and Labor Day, 2023.



- This position will work in AFIHC on Ellis Island. Daily ferry transportation will be provided, free of charge.
- Interns will work 2-3 days per week, from ~8:30-4:30. Interns can expect to work ~5 weekend shifts over the course of the summer. Interns may need to work one or more private events in the evening, as well.
- The position requires the ability to stand for long periods of time.
- The Intern must be compliant with the Foundation's COVID-19 Mandatory Vaccination Policy as of their first day of work; this policy requires employees to have received the COVID-19 vaccination (including boosters, when recommended), unless a reasonable accommodation is approved.
- Interns will take part in select offerings coordinated by staff, including tours of Liberty and Ellis Islands. Interns will join monthly All Staff meetings, presenting their accomplishments at the end of the program.

Application Process:

- Please email one-page cover letter and resume to: careers@libertyellisfoundation.org with the job title in the subject line. Each file name should begin with the applicant's last name.
- No phone calls, please.

About The Statue of Liberty-Ellis Island Foundation (www.LibertyEllisFoundation.org)

The Statue of Liberty-Ellis Island Foundation is a non-profit that collaborates with the National Park Service in one of America's most successful public-private partnerships. In 1982, President Ronald Reagan asked Lee Iacocca to raise private funds for the historic restoration of the Statue of Liberty and Ellis Island. The Foundation has since created the Ellis Island National Museum of Immigration, constructed the Statue of Liberty Museum, maintained museum exhibits, and funded hundreds more projects on the islands. The organization also developed the free 65-million-record Ellis Island Passenger Database. This resource is available free online and in person at the American Family Immigration History Center at Ellis Island, which is managed by the Foundation. Follow the Foundation @StatueEllisFdn

The Statue of Liberty-Ellis Island Foundation is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.