

Research Assistant

Status: Full-time, Non-exempt

Reports to: Director, American Family Immigration History Center

The Statue of Liberty-Ellis Island Foundation seeks a full-time Research Assistant 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 embarking on a new chapter. The Foundation, which partners with the National Park Service, has fundraised and overseen the restoration of Lady Liberty, the creation of the Ellis Island National Museum of Immigration, the establishment of the free 65-million-record Passenger Search database, and the construction of the new Statue of Liberty Museum. With new leadership following the retirement of its founding CEO, the Foundation seeks to build on its track record of success.

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 who came through the Port of New York. 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. The part-time Research Assistant will join a team that is passionate about history and genealogy and will help support the Foundation's work to tell the stories of the Statue, Ellis Island, immigration, and freedom.

Scope of Responsibilities:

The Research Assistant's role is to guide the visitor, either on Ellis Island or on the Foundation's website, in their search of immigrant records as well as assist in processing and fulfillment any associated documents, donations or other purchases.

Responsibilities:

- Provide outstanding customer service in response to questions from visitors.
- Operate the Point-of-Sale system.
- 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.
- Assist with the fulfillment of on-site and online heritage document orders, including the use of email, phone, and letters to resolve issues with customers and third-party vendors.
- Conduct research for public-facing displays and participate in public programs.
- Answer phone and email inquiries from a diverse audience.

Requirements:

- Bachelor's degree or equivalent related work experience required.
- One to two years of directly-related, progressively responsible experience in non-profit work, museums, call centers, and/or revenue operations desired.
- Highly proficient with Microsoft Office programs such as Word, Excel and Outlook

Skills preferred:

- 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, a plus.

Logistics

- This position pays \$20.00-\$20.00 per hour for 35 hours/week.
- This is a full-time position. Days and hours of work are dependent on location and season.
- Weekends are required.
- The position requires the ability to stand for long periods of time.
- This job operates either with the public at the Ellis Island Immigration Museum or in a professional office environment.
- This position requires the employee to travel between the Manhattan office and 2 museum sites (Liberty and Ellis Island). Ferry transportation is provided by the Foundation.
- New hires must be in-compliance 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.

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, developed the free 65-million-record Ellis Island Passenger Database, constructed the Statue of Liberty Museum, maintained museum exhibits, and funded over 200 additional projects on the islands. 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.