JOB TITLE: Assistant, Visitor Experience  
DEPARTMENT: Visitor Services  
REPORTING RELATIONSHIP: Manager, Visitor Experience  
EMPLOYEES SUPERVISED: none  
FULL/PART TIME: Part Time  
FLSA STATUS: Non-exempt  

POSITION PURPOSE: In partnership with the Manager, Visitor Experience, this position is responsible for coordinating the day-to-day logistics that enable a high-quality experience for group tours to the Indiana Historical Society (IHS).

ESSENTIAL FUNCTIONS:
1. Serve as point of contact and coordinator for all tour groups, from preschool aged children to older adults, working with internal and external partners as needed.
2. Work with internal and external partners to implement the group experience and maintain internal processes.
3. Act as a source of information for visitors, Museum Theater staff, and Visitor Services staff.
4. Ensure that visitors have the best possible experience by always demonstrating exceptional customer service.
5. Assist with selling admission tickets, processing reservations, and up-selling visitors to IHS membership program when needed.
6. Assist with Museum Theater and Visitor Services staff training and administrative tasks when needed.

ESSENTIAL KNOWLEDGE, SKILLS, & ABILITIES:
1. Knowledge and understanding of guest service principles and standards.
2. Detail oriented, with the ability to manage multiple tasks at one time.
3. Ability to provide information in a clear and concise manner for a variety of audiences.
4. Flexibility to work an adjusted work schedule which may include occasional weekends, evenings and holidays.
5. Excellent computer skills; proficient with Microsoft Office Suite as well as basic office equipment.

PHYSICAL REQUIREMENTS:
Physical Movement – Stooping, Bending, Kneeling, and Crouching In order to reach & pick up items.
Standing – Ability to stand for prolonged periods of time.
Strength – Ability to lift & carry items weighing up to 35 pounds.
Wrist & Visual Stamina – Ability to type and focus on a computer screen for prolonged periods of time.
(Incumbent must be able to meet physical requirements with or without reasonable accommodations. Reasonability of requested accommodation is to be determined by IHS on a case-by-case basis, in accordance with the ADA.)

QUALIFICATIONS:
2 years customer service-related experience.

SCHEDULE: This position is up to 29 hours per week. Schedule is flexible Monday-Friday between the hours of 8am-6pm based on daily needs.

PAY & BENEFITS
Pay is $16/hour. Benefits include employee assistance program, employer sponsored retirement plans, voluntary insurance plans, free parking, staff discounts in the Basile History Market and the Stardust Café, reciprocal benefits at other cultural institutions in Indianapolis, employee assistance program, and participation in IHS’s retirement plan.

Applications
Please send a cover letter and resume to: Human Resources, Indiana Historical Society, 450 West Ohio Street, Indianapolis, IN 46202 or at hr@indianahistory.org. Applications will be accepted until the position is filled.