

JOB TITLE:	Associate, Visitor Services
DEPARTMENT:	Visitor Services
REPORTING RELATIONSHIP:	Coordinator, Visitor Experience and Group Tours
EMPLOYEES SUPERVISED:	N/A
FULL/PART TIME:	Part Time
FLSA STATUS & PAY GRADE:	Nonexempt

POSITION PURPOSE:

This position is crucial to the day-to-day functioning of the Indiana Historical Society; assuring timely, courteous and helpful service of the highest quality is afforded to all visitors at all times.

ESSENTIAL FUNCTIONS:

1. Act as a source of information for visitors and callers, having knowledge of all current and upcoming exhibitions, events, programs and services.
2. Sell admission tickets using a sophisticated point-of-sale system; tender change; up-sell visitors to IHS membership program when applicable.
3. Process reservations for individuals and groups for general admission, programs, and events using an online reservation system.
4. Assist in History Market as a retail sales representative when appropriate and/or assigned.
5. Assist with daily reporting within the department.
6. Assist with the processing and coordination of group arrivals by issuing tickets, assisting with disembarking from busses, collection of lunches and coats and issuance of orientation/directions.
7. Perform other duties as assigned.

ESSENTIAL KNOWLEDGE, SKILLS, & ABILITIES:

1. Knowledge and understanding of guest service principles and standards.
2. Ability to exercise excellent customer service, teamwork, and highly diverse public service skills.
3. Excellent computer skills; proficient with Microsoft Office Suite as well as basic office equipment.
4. Detail oriented, with the ability to manage multiple tasks at one time.
5. Ability to provide information in a clear and concise manner.
6. Ability to handle cash and make appropriate change.
7. Ability to work an adjusted work schedule during typical business hours and Saturdays. Hours will extend during holidays and special events to include evenings and Sundays.

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:

1 year customer service-related experience.

PAY & BENEFITS

This position is up to 29 hours/week. Pay is \$14/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, hr@indianahistory.org or Fax: 317.233.0857. Applications will be accepted until the position is filled.