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| **Indiana Historical Society** **Job Description** April 2024 |  |

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| **Job Title:** | Associate, Visitor Services |
| **Department:** | Visitor Services |
| **Reporting Relationship:** | Manager, Visitor Experience |
| **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.
2. Sell admission tickets; tender change; up-sell visitors to IHS membership program when applicable.
3. Process reservations for individuals and groups for general admission, programs, and events.
4. Assist with daily reporting within the department.
5. Assist with the processing and coordination of group arrivals.
6. Perform other duties as assigned.

**ESSENTIAL KNOWLEDGE, SKILLS, & ABILITIES:**

1. Ability to exercise excellent customer service, teamwork, and highly diverse public service skills.
2. Basic understanding of computers and databases or willingness to learn.
3. Ability to provide information in a clear and concise manner.
4. Ability to handle cash and make appropriate change.
5. 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 extended periods of time during high volume days.

Strength – Ability to periodically lift and 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, 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 an application (found [here](https://indianahistory.org/about/careers-at-ihs/)), resume, and a cover letter (as needed) 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.