

JOB TITLE:	Coordinator, Visitor Experience and Group Tours
DEPARTMENT:	Visitor Services
REPORTING RELATIONSHIP:	Senior Director, Visitor Experience and Operations
EMPLOYEES SUPERVISED:	35 pt (approximate)
FULL/PART TIME:	Full Time
FLSA STATUS:	Exempt

POSITION PURPOSE:

This position is responsible for coordinating the day-to-day logistics that enable a high-quality experience for visitors to the Indiana Historical Society (IHS).

ESSENTIAL FUNCTIONS:

1. Provide supervision, scheduling and applicable training/information sharing to Visitor Services and Museum Theater staff.
2. 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.
3. Setup and manage registration information for workshops, programs and tours on IHS ticketing website.
4. Maintain spreadsheets/data for all reservations.
5. Work cross-departmentally to enhance the visitor experience and maintain internal processes.
6. Manage ordering of all office supplies.
7. Perform other duties as assigned.

ESSENTIAL KNOWLEDGE, SKILLS, & ABILITIES:

1. Ability to exercise excellent customer service, teamwork, and highly diverse public service skills.
2. Willingness to pursue the most applicable processes for efficient departmental and organizational functioning.
3. Complex problem-solving skills in order to develop and implement solutions.
4. Excellent communication skills, both written and verbal, for diverse audiences.
5. Flexibility to work an adjusted work schedule which will include weekends and occasional evenings and holidays.
6. 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:

Previous knowledge and experience utilizing ticketing and reservation systems, experience in customer service capacity.

TOTAL COMPENSATION

IHS offers an excellent compensation package. Benefits include health, dental, life and long-term disability coverage; employer and employee funded retirement plans with American United Life – OneAmerica; employee assistance program (EAP); Pre-Paid Legal Services; flexible benefits, and generous paid time off. Free parking provided nearby, staff discounts in the Basile History Market and the Stardust Café, and reciprocal benefits at other cultural institutions in Indianapolis.

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.