

Indiana Historical Society

Job Description

April 2024



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| JOB TITLE: | Facilitator, Visitor Experience |
| DEPARTMENT: | Visitor Services |
| REPORTING RELATIONSHIP: | Manager, Visitor Experience |
| EMPLOYEES SUPERVISED: | N/A |
| FULL/PART TIME: | Part Time |
| FLSA STATUS: | Nonexempt hourly |

POSITION PURPOSE:

This position is crucial to the day-to-day functioning of the Indiana Historical Society; ensuring timely, courteous and helpful service of the highest quality is provided to all visitors at all times. Based on organizational needs and employee interests, position could encompass facilitating and potentially singing and/or acting within exhibit spaces.

ESSENTIAL FUNCTIONS:

1. Serve as a point of contact and reference within daily assigned exhibition space.
2. Assist in maintaining cleanliness and functionality of assigned exhibition space.
3. Act as a source of information for visitors, having knowledge of all current and upcoming exhibitions, events, programs, and services.
4. Ensure that visitors have the best possible experience by always demonstrating exceptional customer service.
5. Assist with larger groups and school tours.
6. Other duties as assigned.

ESSENTIAL KNOWLEDGE, SKILLS, & ABILITIES:

1. Ability to exercise excellent customer service and highly diverse public service skills.
2. Experience with and confidence in making public presentations.
3. Basic computer skills
4. Excellent verbal and oral communication skills and the ability to communicate diversely.
5. Must be available to work some weekends and some holidays.

PHYSICAL REQUIREMENTS:

Standing – Ability to stand for prolonged periods of time.

Singing- Any employee interested in singing in the Cole Porter exhibit will audition, accompanied by a player piano.

(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

SCHEDULE:

This position is 13 to 29 hours/week. Shifts are 9:45am to 5pm and days worked can vary based on departmental needs and employee availability. Employees submit current availability to supervisor at the end of each month for the following month's schedule. Normal museum operating days are Tuesday through Saturday with extended hours during holidays and occasional events including Sundays and evenings.

Total Compensation

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 access to retirement and voluntary insurance plans.

Applications

Please send an [application](#), 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.

The Indiana Historical Society is an equal opportunity employer.

www.indianahistory.org