

Indiana Historical Society

Job Description

March 2022



JOB TITLE:	Facilitator
DEPARTMENT:	Education & Exhibits, Museum Theater
REPORTING RELATIONSHIP:	Coordinator, Visitor Experience
EMPLOYEES SUPERVISED:	N/A
FULL/PART TIME:	Part Time
FLSA STATUS:	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. As exhibitions evolve, there may be opportunities for incumbent to expand position to include acting should they choose.

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

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

(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:

MINIMUM: 1 year customer service

Part-time

This position is 20 to 29 hours/week. Pay is \$12/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 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.

The Indiana Historical Society is an equal opportunity employer.

www.indianahistory.org