

JOB TITLE:	Associate, Visitor Services
DEPARTMENT:	Visitor Services
REPORTING RELATIONSHIP:	Coordinator, Visitor Services
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. Process daily mail and assist internal departments with mailing needs
7. 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.
8. 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.

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:

MINIMUM: High school diploma or GED or equivalent work experience. Flexibility 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.

PREFERRED: Experience in a museum or attraction-based environment and experience with ticketing and/or retail software.

KSA's GAINED IN THIS ROLE:

Communication: Students will communicate a variety of topics to a variety of audiences to aid in the daily running of the museum

Problem Solver: Role is very customer service based and front line facing. Students in this role will address problems for visitors as it relates to day to day operations of the museum

PAY & BENEFITS

Part-time

This position is up to 20 hours/week. Pay is \$12.00hour. No group health or dental benefits are provided for this position. Other 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 HIS'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.