

Indiana Historical Society

Job Description

February 2013

43-4051.01



JOB TITLE: Visitor Services Associate
DEPARTMENT: Visitor Services
REPORTING RELATIONSHIP: **Coordinator, Reservations & Ticketing**
EMPLOYEES SUPERVISED: N/A
FULL/PART TIME: Part Time
FLSA STATUS & PAY GRADE: Nonexempt A

POSITION PURPOSE:

This position is responsible for greeting callers and visitors to the Eugene and Marilyn Glick Indiana History Center and providing information on programs, events, general information, etc.; sell admission/event tickets and memberships; process reservations; assure 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. 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.
7. 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 50 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, at least 1 year customer service-related experience. Flexibility to work an adjusted work schedule which will include weekends and occasional evenings and holidays.

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

EMPLOYEE SIGNATURE: _____ **DATE:** _____

SUPERVISOR SIGNATURE: _____ **DATE:** _____