

JOB ANNOUNCEMENT

JOB TITLE:	#1191 Visitor Services Manager II
OPEN TO:	This job is open to all applicants.
LOCATION:	Mill City Museum
SALARY:	\$3,820.00 monthly minimum
STATUS & HOURS:	Full-time, regular (2,088 annual hours) position.
CLASSIFICATION:	15K Supervisory
HIRING MANAGER:	Head of Mill City Museum
POSTING DATE:	March 4, 2015
DEADLINE DATE:	Application materials must be received by March 18, 2015
SUPPLEMENTAL FORMS:	Not required for this position.

DESCRIPTION: The Minnesota Historical Society (MNHS) seeks applicants for a Visitor Services Manager II to manage and supervise Mill City Museum’s admissions, retail, visitor information and facility rental programs, and ensure outstanding service for all customers, both external and internal.

RESPONSIBILITIES: 1) manage Visitor Services staff and operations; 2) coordinate and oversee food service operations, working in collaboration with food service vendor; 3) oversee all aspects of Admissions Programs Management, including designing and maintaining sales procedures; 4) handle deposit, reporting and financial procedures requirements for admissions, museum store and facility rentals; and 5) manage building services relative to event usage.

MINIMUM QUALIFICATIONS:

- Bachelor’s degree in business administration, operations management, retail management, or related discipline plus five years program experience or equivalent OR an advanced degree plus three years program experience or equivalent.
- Five or more years of service management, operations and supervision experience in a related museum, historic site, entertainment or retail services environment, including ticketing/admissions, retail store, visitor information and facility use coordination.
- Strong customer service skills.
- Proven ability to train others in serving the public.
- Know or have the ability to learn scheduling, ticketing and retail inventory software.
- Knowledge of personnel management practices, office procedures, accounting principles and administrative methods in order to administer the visitor services functions.

DESIRABLE QUALIFICATIONS:

- Strong knowledge of range of Mill City Museum programming.
- Advanced financial skills and ability to complete financial and statistical reports and customer analysis.
- Practical experience with networked computers and the staff that support them.

TO APPLY: Submit *MNHS Application for Employment*, (available at www.mnhs.org/jobs), cover letter, resume, and if applicable, any supplemental forms. Application materials must be complete and received by the application deadline date in order to be considered by one of the methods below:

Attn: [Fill in Job Title] Minnesota Historical Society 345 Kellogg Boulevard West St. Paul, MN 55102-1906	Attn: [Fill in Job Title] Email: humanresources@mnhs.org	Attn: [Fill in Job Title] Fax: 651-297-3343
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Incomplete application materials will be returned. If submitting materials for more than one position, you must provide *MNHS Application for Employment*, cover letter, and resume for each position. Applicants who are offered employment will be subject to passing a background check as a condition of employment. EEO

Applications will be acknowledged.

- No phone calls please -