

JOB TITLE:	#1210 Guest Services Assistant II
OPEN TO:	This job is open to all applicants.
LOCATION:	History Center
SALARY:	\$14.11 hourly minimum
STATUS & HOURS:	Part-time, project (1040 annual hours) position working through June 30, 2016. Renewal dependent upon funding and program need.
CLASSIFICATION:	58L Service
HIRING MANAGER:	Guest Services Manager III
POSTING DATE:	July 2, 2015
DEADLINE DATE:	Application materials must be received by July 17, 2015.
SUPPLEMENTAL FORMS:	Not required for this position.

DESCRIPTION: The Minnesota Historical Society (MNHS) seeks applicants for a Guest Services Assistant II to sell memberships to the Minnesota Historical Society and tickets for the History Center Museum and related programs; provide administrative support to the ticketing function, answer phones, greet visitors, and assist with lead work direction.

RESPONSIBILITIES: 1) promote and sell MNHS memberships and public program tickets in person and by phone; 2) greet and welcome visitors to the History Center; 3) assist with work direction in absence of Guest Services Manager III and Guest Services, Lead; 4) provide support for History Center Museum and other departments; 5) handle multiple phone lines as a primary telephone resource for general MNHS phone calls; and 6) assist with sales reporting, refunds, special programs, bank deposits and other administrative ticketing functions.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent.
- Related service industry experience.
- Customer service and sales experience.
- Basic accounting and math skills.
- Strong verbal, interpersonal, problem solving, and public relations skills.
- Demonstrated ability to exhibit patience, understanding, and courtesy with the public.
- Demonstrated ability to handle multiple customers with tact and diplomacy.
- Demonstrated ability to deal with several tasks at one time under pressure while maintaining a calm demeanor.
- Demonstrated ability to operate telephone and electronic equipment (computer, TTY, programming phones).
- Demonstrated ability to learn MNHS programs, services and personnel.
- Demonstrated ability to learn scheduling and ticketing software.
- Availability and willingness to work flexible rotating schedule that includes evenings, weekdays, weekends, and holidays.
- Experience working with diverse cultural backgrounds, ages, and abilities.

DESIRABLE QUALIFICATIONS:

- Strong sales techniques.
- Strong computer skills.
- Strong math and accounting skills.

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 -