

<b>JOB TITLE:</b>	#1244 Guest Services, Lead
<b>OPEN TO:</b>	This job is open to all applicants.
<b>LOCATION:</b>	History Center, 345 Kellogg Boulevard West, St. Paul, MN 55102-1906
<b>SALARY:</b>	\$17.76 hourly minimum
<b>STATUS &amp; HOURS:</b>	Part-time, project (1,040 annual hours) position working through June 30, 2016. Renewal dependent upon available funding and program need.
<b>CLASSIFICATION:</b>	05L Professional
<b>HIRING MANAGER:</b>	Guest Services Manager III
<b>POSTING DATE:</b>	November 20, 2015
<b>DEADLINE DATE:</b>	Application materials must be received by December 7, 2015.
<b>SUPPLEMENTAL FORMS:</b>	Not required for this position.

**DESCRIPTION:** The Minnesota Historical Society (MNHS) seeks applicants for an Guest Services, Lead to assist the Guest Services Manager III in coordinating the daily operations of MNHS programs for education audiences; to assist in the development and implementation of strategies designed to welcome all callers and visitors, promote the Society's programs and brand, strengthen customer service, and increase repeat attendance; to assist in the development of strategies to build education group audiences, increase attendance, and increase revenue; and to provide general scheduling assistance to the MNHS staff.

**RESPONSIBILITIES:** 1) assist in coordinating the daily operations of MNHS programs for education audiences including managing booking requests, coordinating program request logistics and updating scheduling systems and records; 2) assist in the development and implementation of strategies designed to welcome all callers and visitors to the History Center, promote the Society's programs and brand, strengthen customer service, and increase repeat attendance; 3) assist in the development of strategies to build education group audiences, increase attendance, and increase revenue; and 4) provide general assistance in the Guest Services' and overall Education Division's operations including classroom scheduling and facilities rentals.

**MINIMUM QUALIFICATIONS:**

- High school diploma plus two years experience or formalized training within a professional discipline OR bachelor's degree plus one year program experience or equivalent.
- Demonstrated ability to operate efficiently an online computerized scheduling system and to understand and manipulate the complexities of the system with confidence.
- Strong attention to detail and accuracy in all aspects of work.
- Previous experience in promotions or customer service.
- Demonstrated experience with high volume phone work.
- Familiarity with accounting principles, office procedures, administrative methods, and personnel management.
- Strong written and oral communication skills.
- Excellent customer service and human relations skills.
- Ability to train others in use of computer scheduling systems and in customer service practices.
- Demonstrated computer skills, including proficiency with Microsoft Suite and Google Applications.
- **Availability to work during peak calling and booking hours**, which are approximately 11am to 3pm. Must be able to work three to five days per week.

**DESIRABLE QUALIFICATIONS:**

- Familiarity with Artifax scheduling software and Patron Edge Box Office Management software.
- Broad knowledge of MNHS programs, services, policies, and procedures.
- Familiarity with visitor studies research and evaluation techniques.
- Ability to adapt to new technology as it emerges and apply it to Guest Services operations.
- Ability to work independently and as part of a team.
- Previous experience with K-12 audiences.

**TO APPLY:** Submit *MNHS Application for Employment*, (available at [www.mnhs.org/jobs](http://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:

<b>Attn:</b> [Fill in Job Title] <b>Minnesota Historical Society</b> <b>345 Kellogg Boulevard West</b> <b>St. Paul, MN 55102-1906</b>	<b>Attn:</b> [Fill in Job Title] <b>Email:</b> <a href="mailto:humanresources@mnhs.org">humanresources@mnhs.org</a>	<b>Attn:</b> [Fill in Job Title] <b>Fax:</b> 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 -**