

<b>JOB TITLE:</b>	#1259 Visitor Services Supervisor
<b>OPEN TO:</b>	This job is open to all applicants.
<b>LOCATION:</b>	Historic Fort Snelling, 200 Tower Avenue, St. Paul, MN 55111
<b>SALARY:</b>	\$18.29 hourly minimum
<b>STATUS &amp; HOURS:</b>	Full-time, regular (1,560 annual hours) position.
<b>CLASSIFICATION:</b>	09K Supervisory
<b>HIRING MANAGER:</b>	Site Manager III, Historic Fort Snelling
<b>POSTING DATE:</b>	January 29, 2016
<b>DEADLINE DATE:</b>	Application materials must be received by February 12, 2016.
<b>SUPPLEMENTAL FORMS:</b>	Not required for this position.

**DESCRIPTION:** The Minnesota Historical Society (MNHS) seeks applicants for a Visitor Services Supervisor to oversee operations for the admission and sales areas in the Historic Fort Snelling Visitor Center and historic fort and to oversee related activities including selling admission tickets, assisting visitors in the sales area, selling memberships to the Minnesota Historical Society, completing various financial reports, and operating audio-visual equipment for the Historic Fort Snelling Visitor Center auditorium.

**RESPONSIBILITIES:** 1) provide oversight for all operations of the admission and sales areas at Historic Fort Snelling; 2) provide day-to-day supervision and monitor performance of Visitor Services Assistant staff, volunteers, and interns; 3) greet and converse with all visitors; 4) study site-related historical materials to be aware of history of the site and to be knowledgeable about the interpretation program; and 5) provide maintenance and security in the work areas.

**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.
- Knowledge of business practices and an understanding of retail operations.
- Knowledge of office procedures and accounting principles and management practices.
- Experience supervising, mentoring, coaching, and disciplining employees.
- Superior customer service skills and ability to work with a diverse clientele from all over the world.
- Experience in operating an electronic cash register, reconciling cash drawers with register paper receipts; and making deposits.
- Ability to do basic math for daily sales reports, pricing and keeping track of inventory.

**DESIRABLE QUALIFICATIONS:**

- Knowledge of Minnesota history.
- Ability to communicate effectively with vendors, clientele and other staff members.
- Ability to multi-task in a dynamic and demanding environment.
- Ability to work with others in a professional and courteous manner, as well as being a team player to fulfill mission of site.
- Strong organizational skills.

**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 -**