

JOB TITLE:	#1312 Visitor Services Assistant II
OPEN TO:	This job is open to all applicants.
LOCATION:	History Center, 345 Kellogg Boulevard West, St. Paul, MN 55102-1906
SALARY:	\$14.53 hourly minimum
STATUS & HOURS:	Full-time, regular (1,664 annual hours) position.
CLASSIFICATION:	58L Service
HIRING MANAGER:	Museum Supervisor, School Programs
POSTING DATE:	July 28, 2016
DEADLINE DATE:	Application materials must be received by August 11, 2016.
SUPPLEMENTAL FORMS:	Not required for this position.

DESCRIPTION: The Minnesota Historical Society (MNHS) seeks applicants for a Visitor Services Assistant II to manage the daily functions of the Education Lobby check-in desk; perform reception and orientation duties in a friendly and courteous manner to ensure visitors have a positive experience; provide clerical and program maintenance support; and perform related work as apparent or assigned.

SUMMARY OF WORK: 1) manage the daily functions of the Education Lobby check-in desk; 2) perform reception and orientation duties in a friendly and courteous manner to ensure visitors have a positive experience; 3) perform administrative ticketing and scheduling functions; 4) provide clerical and program maintenance support; and support the sales fulfillment of MNHS curriculum products.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent.
- Excellent verbal, interpersonal, problem solving and public relations skills.
- Previous experience working with schoolchildren or other youth audiences.
- Ability to learn ticketing and scheduling software.
- Good math and accounting skills.
- Ability to deal with several tasks at one time under pressure while maintaining a calm demeanor.
- Strong organizational skills.
- Positive public appearance and attitude.

DESIRABLE QUALIFICATIONS:

- Previous experience speaking in front of large audiences.
- At least three years of customer service experience working in a high-volume, busy environment.
- Strong computer skills.
- Knowledge of Minnesota Historical Society programs and services.

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 -