

<b>JOB TITLE:</b>	#1321 Visitor Services Assistant I
<b>OPEN TO:</b>	This job is open to all applicants.
<b>LOCATION:</b>	Alexander Ramsey House, 265 South Exchange Street, St. Paul, MN 55102
<b>SALARY:</b>	\$13.73 hourly minimum
<b>STATUS &amp; HOURS:</b>	Part-time, regular (208 annual hours) position. Weekly hours vary according to seasonal site needs.
<b>CLASSIFICATION:</b>	55L Service
<b>HIRING MANAGER:</b>	Site Supervisor
<b>POSTING DATE:</b>	August 25, 2016
<b>DEADLINE DATE:</b>	Application materials must be received by September 8, 2016.
<b>SUPPLEMENTAL FORMS:</b>	<b>REQUIRED FOR THIS POSITION.</b>

**DESCRIPTION:** The Minnesota Historical Society (MNHS) seeks applicants for a Visitor Services Assistant I to provide front line customer service to the clientele of Alexander Ramsey House.

**SUMMARY OF WORK:** 1) perform admissions, gift shop sales, and reception services so all visitors are served and accurately perform related clerical tasks; 2) receive, welcome and orient visitors to the site and assist in answering questions relating to the site; 3) utilize product knowledge to assure profitable sales and assist with inventory control; and 4) study site related materials to be aware of history and programs to have ability to answer questions.

**MINIMUM QUALIFICATIONS:**

- High school diploma or equivalent.
- Specialty store sales and cashiering experience.
- Basic accounting and math skills.
- Strong organization skills.
- Strong interpersonal, verbal and customer service skills.
- Must be able and willing to work rotating schedules of varying hours, including weekends and holidays.
- Ability to deal with several tasks at one time under pressure while maintaining a calm demeanor.
- Ability to learn ticketing and scheduling software.
- Positive public appearance and attitude.

**DESIRABLE QUALIFICATIONS:**

- Experience with a POS (point of sale) system/cash register system.
- Experience with Square cash register.
- Experience with Tesitura.
- Ability to work a flexible work schedule.
- Knowledge of retail display and marketing techniques.
- Knowledge of Minnesota history, and Alexander Ramsey House.

**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 -**

**Alexander Ramsey House  
Staff Availability Worksheet**

**Your name:** \_\_\_\_\_

The Christmas season will officially begin on November 25th, or “Black Friday.” However, we may have tours before the “official” start date.

Public holiday tours will be scheduled Wednesday through Sunday. Unless an earlier start time is indicated, arrive at 9:30 A.M. Wednesday through Saturday, 11:30 A.M. Sunday. Shifts for public tours last until approximately 4:45 P.M. You may be asked to stay late to help with special projects (like baking cookies) or to work an evening event. Please mark on the availability sheet if you are not able to stay later. Private tours and special events may be scheduled any day of the week. Start times and shift lengths vary.

**Note:** We cannot guarantee a work schedule that exactly meets the desires of each individual. In order to serve our visitors, we must have sufficient guides to work each open or booked day. Should you be scheduled for a day you find you are unable to work, you will be required to notify your supervisor in advance so that a replacement can be found.

*Instructions:*

Place an “X” through any date you cannot work.

2016 Holiday Season  
Staff Availability Worksheet

November 2016

Sun	Mon	Tues	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24 Thanksgiving CLOSED	25 “Official” start Victorian Xmas!	26
27	28	29	30			

December 2016

Sun	Mon	Tues	Wed	Thu	Fri	Sat
				1 Tentative Evening Event	2	3
4	5	6	7	8 Tentative Evening Event	9	10
11	12	13	14 9:00 School tour	15 Tentative Evening Event	16	17
18	19	20	21	22 Tentative Evening Event	23	24 Christmas Eve OPEN
25 Christmas Day CLOSED	26	27	28	29	30	31 New Year's Eve OPEN

January 20117

Sun	Mon	Tues	Wed	Thu	Fri	Sat
1 New Year's Day OPEN Last Day of Victorian Xmas!!						