

JOB TITLE:	#1328 Visitor Services Assistant I
OPEN TO:	This job is open to all applicants.
LOCATION:	James J. Hill House, 240 Summit Avenue, St. Paul, MN 55102
SALARY:	\$13.73 hourly minimum
STATUS & HOURS:	Part-time, regular (624 annual hours) position.
CLASSIFICATION:	55L Service
HIRING MANAGER:	Program Supervisor
POSTING DATE:	September 21, 2016
DEADLINE DATE:	Application materials must be received by October 5, 2016.
SUPPLEMENTAL FORMS:	Not required for this position.

DESCRIPTION: The Minnesota Historical Society (MNHS) seeks applicants for a Visitor Services Assistant I to provide front line customer service to the visitors of the James J. Hill House. This position is primarily responsible for processing admissions and sales, and for welcoming, orienting, and receiving visitors.

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 its 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 weekend 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 Tessitura ticketing system.
- Experience with Square cash register.
- Ability to work a flexible work schedule.
- Knowledge of retail display and marketing techniques.
- Knowledge of Minnesota history, and of the James J. Hill House.

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 -