



Visitor Services Representative (Part Time) 8/14/19

Do you love history and enjoy interacting with the public? Please consider this opportunity at the California Historical Society!

The Position

Visitor Services Representatives provide exceptional customer service to all visitors, volunteers, and staff, through in-person, telephone, and technological communication. They also create accessible and inclusive visitor experiences and a positive impression of the California Historical Society.

About Us

The California Historical Society is a small, nimble non-profit with a mission to inspire and empower people to make the State's richly diverse past a meaningful part of their contemporary lives. Our dedicated and collaborative staff is committed to sharing and celebrating California's rich and complex history through exhibitions, public events, programs, research library, and special collections.

Primary Duties:

As a member in our important Visitor Services team, you will be:

- Providing front desk coverage during gallery and book store hours, public programming and special events, which includes selling admission tickets, memberships, and merchandise
- Engaging visitors by providing information about the organization's exhibitions, public programs, library, and collections
- Visual merchandising and ensuring merchandise levels on hand are adequate
- Assisting with setting up, monitoring, and breaking down public programming and special events
- Promoting museum store merchandise through various outlets including regularly posting to CHS social media
- Completing daily reports and collecting visitor feedback
- Performing other special duties as needed

Skills, Education, and Experience

- High school diploma, or equivalent, with two (plus) years of relevant experience, preferably in a similar nonprofit organization. (Undergraduate degree-in-progress may substitute for a portion of the experience). OR

Undergraduate degree in history, or other applicable field of study, and one year of relevant experience preferably in a similar non-profit organization

- Demonstrated ability to successfully handle cash transactions and balance cash drawer accurately on a daily basis

- Experience in a services/retail environment, with the ability to maintain grace and handle customer experiences tactfully
- Ability to work independently, exercise discretion and sound judgment
- Excellent written and verbal communication skills including proficiency in English, and electronic communication (e.g. email, social media)
- Ability to work successfully in a multicultural, collaborative team environment
- Keen interest in history and heritage, in particular California history
- Ability to lift and carry 30 lbs.

And it would be great if you have:

- Experience with retail POS systems or relational databases
- Bookstore/gift shop experience
- Bilingual fluency

Things you should know:

This is an hourly, non-benefitted position, with an estimated schedule averaging 15 hours per week. Must be available for week-ends, evenings, and holidays.

Please submit your resume and cover letter to jgarding@calhist.org;

The California Historical Society is an Equal Opportunity Employer, committed to diversity among its staff. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.