



Name:	Department: Kentucky Historical Society
Job Title: Visitor Services Associate	Class Title: Administrative Assistant II-KHS
Reports to: Visitor Services Manager	Division: Administration
Organizational Level: Operations/ Visitor Services	Position Number: 31024349
PD Prepared by: Visitor Services Manager	Position Type: Full-time, Non-exempt
	Hire Date:

Job Summary:

Guided by Kentucky Historical Society's mission, the Visitor Services Associate is integral to the Visitor Services Team. The Visitor Services Associate is an initial point of contact for Society members and guests at the Kentucky History Center and Museums. This position is cross-trained to serve in all of the KHS guest services areas, including reception desks at the Kentucky History Center, Old State Capitol, and Kentucky Military History Museum, the 1792 Gift Store and assisting with KHS rentals and special events.

Essential Duties and Responsibilities:

- Greet and process customer service admissions at museum reception desks and merchandise sales at 1792 Gift Store.
- Keep the front desk rack cards stocked, maintain cleanliness, and secure KHS's data, money, and monitor guest safety.
- Answer the agency telephone bank and direct calls to appropriate KHS staff or external organizations.
- Maintain and update staff contact lists and phone bank.
- Assist with special or rental events.
- Provide information to guests of the Kentucky History Center and Museums on wayfinding, tours and programs, staff responsibilities, and external tourist destinations, such as restaurants, hotels, attractions, both local and statewide.
- Gather and update constituent information and maintain visitor logs and badges.
- Work with the Foundation to keep an up-to-date inventory of KHS engraved bricks, including names, location, and other vital data.
- Collaborate as a member of the Visitor Services Team to support other teams at KHS and enhance the guest experience at the Kentucky History Center and Museums.
- Provide fair, friendly, and courteous service.
- Assist all departments with data entry projects, as needed.

**Qualifications:**

Education/Experience – High school diploma or G.E.D. and one (1) year experience in customer service, retail, or clerical duties.

Communication – Ability to work with the Visitor Services team but also independently on several projects concurrently and must enjoy working with the general public and school groups/children.

Computer/Other Skills – Basic computer skills including internet, word processing, spreadsheets, and email use. Point of Sale database system experience a plus. Must be able to answer, transfer, and operate a multi-line phone system and return calls to guests on a timely basis. Must be able to run point of sale system and process credit card payments.

Special Requirements – This is a full-time position with a work schedule of Tuesday through Saturday. This position must be able to work occasional weeknight, Monday, or holiday hours to provide for the needs of KHS in its programming and services for its guests.

Working Conditions:

- *Work Environment:* This position shall work at reception desks at the Kentucky History Center and Museums or in the gift store on a rotating basis.
- *Physical Demands:* Must be able to lift materials of up to 25 pounds and move carts of materials and gift store products. Must be able to sit or stand for long periods. May occasionally ascend/descend stepladder for placement/removal of gift store sales products.

Competencies/Behavior Dimensions:

- ***Passion for Kentucky history:*** Passion for the KHS mission and core values: service, discovery, excellence, authenticity, stewardship. Possess the ability to communicate this passion to others.
- ***Service Focus:*** We value our role in serving the public and work to ensure those services are exemplary.
- ***Discovery:*** We value dialogue, discussion, education and scholarship. We value an organizational culture of discovery that inspires, engages and motivates learners of all ages.
- ***Excellence:*** We value continuous improvement with the goal of excellence. To that end, we place high value on adhering to and shaping professional standards.
- ***Authenticity:*** We value integrity, legitimacy, and the power of the authentic. We therefore value research, collections and programs backed by fact.
- ***Stewardship:*** We understand that stewardship is all about what you do with your resources and how you do it. As a result, we value the proper stewardship of Kentucky's historical assets, of KHS financial and human resources, and of the KHS mission.
- ***Be inclusive:*** Give opportunity to the history of all people. Encourage them to share their history and make it broadly accessible
- ***Be Innovative:*** Create new ways to ignite the public's curiosity about history. Maximize the latest appropriate resources to implement them.



- **Be Bold:** Don't be afraid to address controversial issues. Don't be afraid to take risks to accomplish organizational goals.
- **Be Relevant:** Identify the issues that matter today. Demonstrate how history can play a key role in their resolution.
- **Embrace Diversity:** Commitment to inclusiveness and empowerment. Demonstrates respect, equity and empathy for a diverse community.
- **Professional Development:** Actively participate in agency-approved internal and external professional development events, as needed or directed by the supervisor.

Direct Reports:

None.