



SENATOR JOHN HEINZ
HISTORY CENTER
IN ASSOCIATION WITH THE SMITHSONIAN INSTITUTION

Visitor Services Associate (Part-Time)

About the Senator John Heinz History Center:

From the pre-revolutionary drama of the French & Indian War to the legendary matchups of the Super Steelers, discover 250 years of Pittsburgh history at the Senator John Heinz History Center. An affiliate of the Smithsonian Institution, the Heinz History Center is the largest history museum in Pennsylvania with six floors of long-term and changing exhibition space. The Heinz History Center's museum system includes the Western Pennsylvania Sports Museum, a dynamic museum-within-a-museum; the Fort Pitt Museum, located in Point State Park; and Meadowcroft Rockshelter and Historic Village, a National Historic Landmark located in Avella, Pennsylvania. The Heinz History Center presents the most compelling stories from American history with a Western Pennsylvania connection, all in an interactive environment perfect for visitors of every age.

Job Posting:

The Senator John Heinz History Center, the largest history museum in Pennsylvania and an affiliate of the Smithsonian Institution, is seeking a part-time Visitor Services Associate. The Visitor Services Associate supports the operation of the Museum Shop, Admissions Desk, and History Center Café in a professional, customer service capacity. The Visitor Services Associate serves as the initial point of contact for all visitors to the museum and helps ensure a high-quality experience throughout the museum, and is therefore integral to providing a positive visitor experience. The Visitor Services Associate generates museum shop sales, collects admissions fees, processes admissions information using TAM software, handles sales in the Heinz History Center Café, and accurately reconciles museum shop/admissions/café revenues. The position is responsible for greeting, directing, and acquainting visitors to the museum exhibits and special activities, as well as providing visitors with general tourist-related information and orientation as an official VisitPITTSBURGH Welcome Center. The Visitor Services Associate will assist in the efficient operation of the Museum Shop, Admissions Desk, History Center Café, History Center membership sales, daily museum operations, and contribute to the History Center's reputation for extraordinary customer service.

This is a part-time position reporting to the Director of Visitor Services & Museum Stores.

Requirements:

- Outgoing, friendly, and exceptional communication skills needed in delivering extraordinary customer service to History Center visitors and guests.
- Ability to manage telephone, computer, and in-person customer service interactions, often concurrently.
- High school education or equivalent required with at least two years of work experience in retail, customer service, hospitality, or similar work settings.
- Ability to handle some physically demanding activities – lifting, bending, walking, and standing.
- Pennsylvania Act 33/34 – Criminal and Child Abuse Clearance required.
- **Must** be available to work weekends.

Application Process:

We are an Equal Opportunity Employer. We do not discriminate based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.

Minorities encouraged to apply.

Qualified applicants should submit a cover letter (including salary requirements) and resume to:

Renee Falbo, Director of Human Resources
Senator John Heinz History Center
1212 Smallman Street, Pittsburgh, PA 15222
hr@heinzhistorycenter.org