

## **General Notes**

*About the Harry Ransom Center:*

The Ransom Center is an internationally renowned humanities research library and museum at The University of Texas at Austin. Its extensive collections provide unique insight into the creative process of writers and artists, deepening our understanding and appreciation of literature, photography, film, art, and the performing arts. Visitors engage with the Center's collections through research and study, exhibitions, publications, and a rich variety of program offerings including readings, talks, symposia, and film screenings.

The Ransom Center encourages discovery, inspires creativity, and advances understanding of the humanities for a broad audience through the preservation and sharing of its extraordinary collections.

The Ransom Center welcomes and respects all individuals and communities by valuing and maintaining awareness of broad perspectives and experiences. To learn more about our institutional mission and values, visit: <https://www.hrc.utexas.edu/about/#mission-values>.

## **Purpose**

To serve as front desk staff at the Harry Ransom Center, which includes welcoming visitors, accepting donations, selling merchandise in the Ransom Center shop, and providing exceptional customer service to Harry Ransom Center visitors while enforcing museum policies and procedures. This role provides administrative support for the Ransom Center shop and volunteer events.

## **Responsibilities**

- Welcome visitors and tour groups; provide collection and exhibition assistance to visitors of the Ransom Center galleries. Work collaboratively with visitor services volunteers.
- Process donations and merchandise sales as part of the Visitor Services team, using a credit card machine and cash handling. Establish and record sales and receipts, using a point-of-sale program. Restock merchandise in the gift shop. Prepare shop financial reports.
- Update volunteer website with exhibition research and policies.
- Collect email addresses, visitor numbers, and conduct visitor experience surveys with visitors to the Center.
- Assist with scheduling and training for Visitor Services volunteers. Assist in scheduling and confirming group and school tours. Provide recommendations and research on Visitor Services desk role and activities.
- Other related functions as assigned.

## **Required Qualifications**

- 2 years of experience in customer service or front desk coordination.
- Proficiency in Microsoft Word, Excel, and PowerPoint
- Experience keeping organized records.
- Strong organization, time management, and written, verbal, and interpersonal communication skills.
- Ability to develop collaborative partnerships with campus and community members.
- Ability to interact positively and communicate clearly with supervisor, co-workers, and all constituents including faculty, staff, volunteers, and students.
- Availability on weekends.

*Relevant education and experience may be substituted as appropriate.*

#### **Preferred Qualifications**

- 3 or more years of experience in customer service or front desk coordination.
- UT administrative experience; knowledge of university policies and procedures.
- Excellent communication skills and ability to manage front desk duties.
- Expert level attention to detail, including documentation of standards for future work.
- Demonstrated ability to manage multiple concurrent projects and time.
- Familiarity with library or museum visitor services field knowledge.

#### **Salary Range**

\$40,000

#### **Working Conditions**

Standard office conditions.

#### **Work Shift**

40 hours per week. Must be available to work weekends and some evenings.

**Required Materials**

- Resume/CV
- 3 work references with their contact information; at least one reference should be from a supervisor
- Letter of interest

For further information and to apply for the position, please see the full job posting:

[https://utaustin.wd1.myworkdayjobs.com/UTstaff/job/UT-MAIN-CAMPUS/Visitor-Services-Assistant-I--Harry-Ransom-Center\\_R\\_00033217](https://utaustin.wd1.myworkdayjobs.com/UTstaff/job/UT-MAIN-CAMPUS/Visitor-Services-Assistant-I--Harry-Ransom-Center_R_00033217)